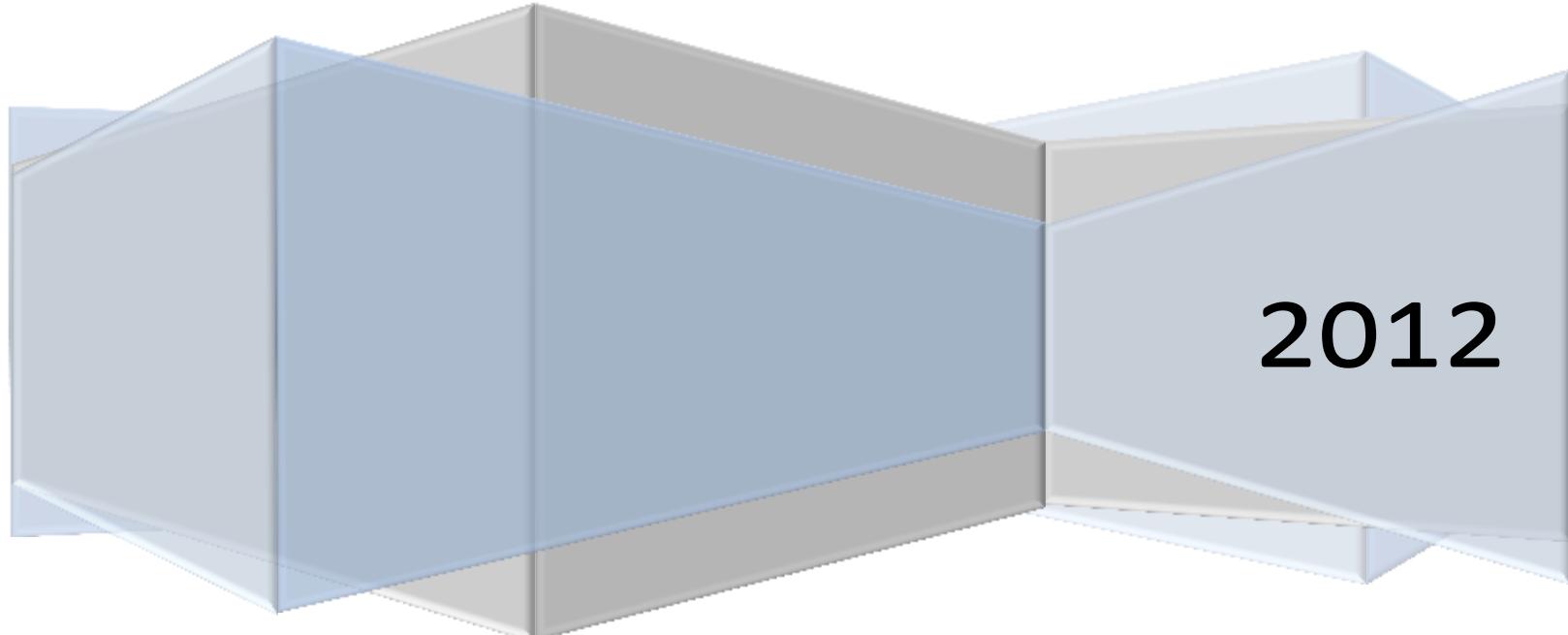


Chadha Software Technologies

PHPKB Knowledge Base Software

User Manual

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2012

PHPKB User's Manual

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About The User's Manual

How to use this Guide

The User's Manual describes PHPKB Knowledge Base Software's Graphical User Interface (end user and admin control panel). It explains you the functioning of each of knowledgebase screen. User Manual is divided into following sections.

1. **Introduction** – This gives you the basic overview and features of the PHPKB Knowledge Base Software; system requirements, end user interface, admin control panel interface.
2. **Management of Modules** – This gives detail description of each of knowledgebase feature; categories, users, articles, news, comments, user groups, tickets glossary, languages.
3. **Tools** – Use this to configure the settings of knowledgebase, optimize database, KB Backup etc.

Moreover, Table of Contents, List of Figures and List of tables are given. You can use them to find information about a particular screen in the GUI.

A Few Key Concepts

End Users - your knowledge base readers. They may be customers, partners, affiliates, staff members or general public users.

Admin Users – your organization's team, the people who write and manage the FAQs.

End User Section (Interface) / Front End / Public Section – This is the public-facing part of your knowledgebase; the knowledgebase home for your users.

Admin Control Panel / Administrator Control Panel / Backend - This is the place where all the magic happens. Admin users use this to manage articles, categories, news, tickets, users, reports, etc. The entire configuration happens here. Your knowledgebase administrators use this control panel to change settings and configure elements such as staff users, user groups etc.

Customer Support

We are here to help! If you hit a bump let us know. We're a young company and eager to please. (We hope to stay that way.) We'll do what it takes to make PHPKB the best, hassle-free knowledge management software.

Our offices are open from 9 AM - 6 PM Monday to Saturday (Indian Time GMT+5:30).

You can get in touch with our agents and engineers by live chat, email, telephone, contact us form.

Live Chat – Live chat is available at <http://www.knowledgebase-script.com/contact.php>

Email – You can email us at help@knowledgebase-script.com

Telephone/Fax – You can contact us telephonically on the numbers given below in weekdays.

Telephone: +91 (0) 181-4613940

Mobile: +91 (0) 98158-43940

Contact Us Form - You can send your questions/comments/suggestions using the contact form at <http://www.knowledgebase-script.com/contact.php>.

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Punjab (INDIA)

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Introduction

Welcome to PHPKB Knowledge Base Software

Thank you for purchasing PHPKB Knowledge Base Software - The best, quick and smartest way to start and manage your own knowledge base system.

PHPKB Knowledge Base Software allows you to create an unlimited, searchable library of FAQs, articles, how-to documents, resolutions, announcements, product manuals and more. PHPKB make it easy for your customers to find the information they need & reduce your support workload by offering self-service based online support to your users.

PHPKB Features

PHPKB knowledge management software provides a range of advanced features that enable your business to handle customer support more efficiently.

- **Multi-Language Support**

PHPKB offers the capability to localize every aspect of your Knowledgebase by creating the language content file from administrator control panel.

- **Document Lifecycle**

An expiry date can be set for knowledgebase articles to control their lifecycle. This feature is particularly useful in situations where an article has temporary life say 1 week or 1 month. The article automatically stops appearing in the list of published articles when the expiry date is over. You can use this feature to show time-sensitive knowledge items.

- **LDAP Integration**

PHPKB Enterprise Edition combines LDAP (Lightweight Directory Access Protocol) which helps in easy integration of Knowledge Base into organizational structure to manage authentication of your existing users.

- **Document Version Control**

Versions of your articles will automatically be saved as you edit articles. This allows you to view past versions and revert to older versions if needed. If an article is edited it is automatically saved as a new version. The version control contributes to collaborative editing so many people can work together to create and refine a knowledge base entry.

- **Knowledge Base Dashboard**

PHPKB Knowledge Base Software's Multifunctional dashboard is a place for every action. In addition, it provides the graphical representation of statistics like user traffic statistics, article status and open tickets that need your attention.

- **Advanced Knowledgebase Search**

PHPKB lets your users to search articles, news by keyword and/or category. Additionally, it allows the search for exact match/ any word match/ all word matches for the specified criteria.

- **Full Source Code**

Have access to the full source code! No encrypted files means that you can modify all PHP files and customize the knowledge base software as needed.

- **User-Groups & Private Categories**

Private Categories can be created to restrict access to content. User-groups can be associated with private categories so that members of a particular user-group can access the content under those private categories.

- **Optimize Database Feature**

Reclaim the unused space and defragment the data file with database optimization feature of PHPKB Knowledgebase.

- **Sitemap Builder**

PHPKB Knowledge Base creates not only an XML sitemap but also a sitemap in text format and HTML format to easily get you recognized in search engine crawlers.

- **File Attachments**

Enhance your knowledge base by adding file attachments to articles.

- **Saved Search**

You can create saved drafts of incomplete articles so that you can complete and publish them at a later date.

- **Cross Browser Compatibility**

PHPKB knowledge base software is fully cross browser compatible, which means your users can access the knowledgebase from any web browser of their choice.

- **SEO Tools**

Use of Meta Tags and SEO friendly URLs for knowledgebase items improve Search Engine Ranking of Knowledge Base pages.

Except of the above mentioned other features of our knowledge base software include Browse Categories (browse titles and descriptions), Search Articles, View articles by Most Popular, Most Viewed, Featured Articles, Print Article and Options like Email Article To Friend, Save Article, Export Article to PDF and MS Word Formats, Talk about article by adding user comments, Rate Articles etc. With Hundreds of options like RSS Feed Export, Advanced Search, Powerful WYSIWYG Editor, AJAX Powered IQS Technology (Instant Question Suggestions), Complete Knowledge Base Statistics, PHPKB knowledge base software is a complete web based knowledge base management system as well as an Article Directory System that is easy to install and customize.

Requirements for PHPKB Software

PHPKB has minimal requirements and should work on any modern web server. Please read and verify that your server meets the following requirements in order to install PHPKB knowledgebase script. You can confirm these settings from your web hosting service provider.

Operating System: Linux, UNIX, Mac or Windows.

Web Server: Apache Web Server 1.3 or above/ Microsoft IIS.

Scripting Language: PHP 4.3 or above.

Database: MySQL 3.23 or above.

PHPKB software comes with its own installer that checks for all required components prior to the installation process. Follow the [Installation Tutorial](#). You may also wish to refer to the 'System Requirements' page on our website at the URL below.

<http://www.knowledgebase-script.com/requirements.php>

Recommended Hardware Requirements

PHPKB knowledge base software works well on any web-server that meets its requirements specified above. This is definitely not a processor-hungry or memory-hungry application. Numerous instances of PHPKB knowledge base software are running on shared web hosting (virtual hosting) systems and are working perfectly fine. It means you can install it on a shared hosting server too. If you would like to use a dedicated hosting or host it on a local server, you can have a look at the hardware requirements and example configurations for a reference.

<http://www.knowledgebase-script.com/hardware-requirements.php>

End User Interface

The **end-user interface/front end** in PHPKB Knowledge Base Software is what your knowledge base readers, who are reading the articles, see.

The screenshot displays the PHPKB Knowledge Base (Multi Language) interface. At the top, there's a navigation bar with links for KB Home, Search, News, Glossary, Ask Question, My Favorites, My Profile, Logout, and a language switcher set to English. To the right is a search bar labeled "Search Knowledgebase". The main header features the "phpkb v6 PROFESSIONAL EDITION" logo with a gear icon.

News & Announcements: This section lists recent news items:

- 40.4% Dip in Real Estate Stocks Since Diwali | Posted on: Thu, Feb 17, 2011 9:47 AM
- Alpha G:Corp to build 400 Crore Gurgaon Township | Posted on: Thu, Feb 17, 2011 9:46 AM
- Russian Language | Posted on: Tue, Feb 8, 2011 1:17 PM

Browse Categories: A sidebar with a "Select Category" dropdown and a list of categories:

- Automobile (5)
- Business (3)
- Education (8)
- General Knowledge (9)
- Information and Technology (5)
- Real Estate (4)
- Sports (7)

Group Categories: A yellow-highlighted section showing a single category:

- English Private (1)

Featured Articles: A list of featured articles with small thumbnail icons and details:

- Test Article for Featured Test. Viewed 14 times since Sat, Feb 26, 2011
- Motorola Xoom Tablet with Android 3.0 Honeycomb OS Viewed 29 times since Wed, Feb 23, 2011
- URL Links Viewed 0 times since Tue, Feb 22, 2011
- I don't know how to get registered in the knowledgebase system? Viewed 2 times since Tue, Feb 22, 2011
- How to get registered in Knowledge Base? Viewed 3 times since Thu, Feb 17, 2011

Recently Added Articles: A list of recently added articles:

- Test Article for Featured Test. Added on Sat, Feb 26, 2011 - Automobile
- Motorola Xoom Tablet with Android 3.0 Honeycomb OS Added on Wed, Feb 23, 2011 - Education
- URL Links for OPERA Added on Tue, Feb 22, 2011 - Education
- URL Links Added on Tue, Feb 22, 2011 - Education
- Subject here. Added on Tue, Feb 22, 2011 - Education

Most Popular Articles: A list of most popular articles:

- Chinese Character Set Viewed 35 times since Wed, Feb 2, 2011
- Motorola Xoom Tablet with Android 3.0 Honeycomb OS Viewed 29 times since Wed, Feb 23, 2011
- Test Article Viewed 19 times since Tue, Nov 16, 2010
- Test Article for Disclaimer Viewed 16 times since Tue, Nov 23, 2010
- Test Article for Featured Test. Viewed 14 times since Sat, Feb 26, 2011

Top Rated Articles: A list of top rated articles:

- Microsoft Windows 7 Rating: 5/5 from 1 Votes.
- Japanese Language Rating: 4/5 from 1 Votes.
- Chinese Character Set Rating: 1/5 from 1 Votes.

Subscribe to knowledgebase: A form to subscribe to new article notifications:

Email Address Subscribe

Powered by PHPKB Knowledge Base Software

Figure 1: Front End Home Page

The PHPKB Knowledge Base Software has very interactive and user friendly front-end. The PHPKB knowledge base script has been designed and organized in such a manner to provide maximum ease of use to visitors without any learning.

PHPKB end user interface can be configured easily from admin control panel's settings. Super users can control the display (On/Off) of every possible feature of knowledgebase. PHPKB front end interface header is available on every page which gives the users swift navigation experience.

Home Page of PHPKB has links to every knowledgebase features. Different sections of home page are explained in detail below.

Header Links

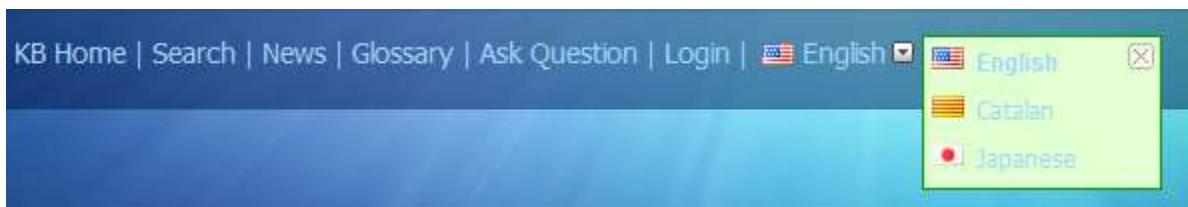


Figure 2: Front End Header Links

Header contains links to KB home, advanced search, news, glossary, ask question, member login area and language drop down to change the language of knowledgebase.

KB Home

When you first enter the screen the KB Home page is displayed. You can click on this link to come back to home page, if you are viewing or using any other feature of Knowledgebase.

Search

The knowledgebase has both quick search and advanced search. This is a link to advanced search page, where KB users can refine the search using various search options.

Advanced Search Interface Explanation (Refer Figure 3 for screen view)	
Show	Choose what you are looking for. By default article is selected, but you can also find news and categories.
That Contain	Enter the keywords or term for which to search.
But Not	Enter the keywords or term that should not be part of article/news/category.
In	This field is available only when you select the article from show drop down. By default all categories option is selected, choose the category, if you are looking for articles under specific category.
Search For	<p>Use this to search for any word, all words or exact match of keywords you have specified.</p> <ul style="list-style-type: none">➤ Any Word- Display results that match with any of the words from the keyword entered by you.➤ All Words – Display the results that have all the words entered by you, but not necessarily consecutively.➤ Exact Match – Displays the results that have exact keywords in

	them as you specified.
Search In	You can filter (narrow) the search more by specifying where keywords are searched. By default all is selected in dropdown but you can select between Title, Content, and Keywords (available only if article is selected in show field).
Sort By	You can sort the results found by Relevance – allows you to search for the relevant content inside the knowledgebase. Full text search feature allows searching within title, description and content. Popularity – This displays the results arranged according to number of times they have been viewed in high to low order. Rating - This displays the results arranged according to voting score in high to low order.
Custom Fields	This option is available for articles search. If checked, custom fields will also be searched for keywords.
File Attachments	If checked, Attachments will also be searched for keywords. This option is available only if, you are searching for articles.
Advanced Search	Click this to search the results for the criteria specified above.

Table 1: Advanced Search Interface Explanation

The screenshot shows the 'Advanced Search' interface with several dropdown menus expanded to illustrate the search criteria:

- Show:** A dropdown menu with options "Articles" (selected), "News", and "Categories".
- That contain:** An input field for entering search terms.
- But not:** An input field for excluding search terms.
- In:** A dropdown menu with options "All Categories" (selected), "All", "Title", "Content", and "Keywords".
- Search for:** A dropdown menu with options "Any Word" (selected), "All Words", and "Exact Match".
- Search in:** A dropdown menu with options "All" (selected), "Title", "Content", and "Keywords".
- Sort by:** A dropdown menu with options "Relevance" (selected), "Popularity", and "Rating".
- Also search in:** Checkboxes for "Custom Fields" and "File Attachments".
- Advanced Search:** A button at the bottom.

Red arrows point from the main interface to the expanded dropdown menus to highlight the specific search parameters being demonstrated.

Figure 3: Advanced Search

PHPKB Knowledge Base Software highlights the keyword searched in the results found as shown in figure below.

Articles: Search Results

1. Article Visibility Test

Articles are the building blocks of a knowledgebase. They are main form of content in your knowledgebase. Use the form below to create an article which will be published in your knowledgebase. Articles are the building blocks of a knowledgebase. They... [Read More](#)

2. Test Article for Modified Categories Structure.

Articles are the building blocks of a knowledgebase. They are main form of content in your knowledgebase. Use the form below to create an article which will be published in your knowledgebase. Articles are the building blocks of a knowledgebase. They... [Read More](#)

Figure 4: Advanced Search's Results

Ask Question

Ask Question is a link to contact page, which allows the reader to contact the knowledgebase administrators. Reader might do this if, say, he couldn't find the information he was looking for, had problems using the system. [See Tickets on page 107 for details.](#)

Login

This is a link for KB member's login page. KB members have accounts with knowledgebase and can access the private categories and their articles for groups whom they are member of. KB members can login with the login credentials provided to them by administrators. [Refer KB Members on page 87 for details.](#)

Language Drop Down

Language drop down contains the list of languages of the knowledgebase that KB users can use for changing the current language. The current language will be the one your browser is using or the language which was selected by the administrator of the knowledgebase. If you change the language you'll see the categories and records of your chosen language. If you're switching to languages with right to left text direction (for example Arabic, Hebrew or Farsi) the whole layout will be switching according to the text direction.

Quick Search Box

PHPKB Knowledge Base has Quick Search in header, available on every page to easily search for articles. Just type the text into the search field for a quick search, or you can search on other options from Advanced Search.

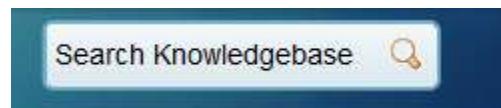


Figure 5: Quick Search Box

Knowledgebase Details



Figure 6: Knowledgebase Details

Below the header links Knowledge Base Name is displayed. Name can be configured through Knowledgebase Name setting available under PHPKB Settings of Manage Settings.

News & Announcements

Below the header section, news headlines are displayed on home page if Display Home Page news setting is enabled under Feature Settings of Manage Settings. The number of news headlines displayed can also be configured from manage settings.

A screenshot of the News & Announcements section. It features a green header bar with the title "News & Announcements". Below this, there is a list of three news items, each with a small thumbnail icon, the title, and the posting date. To the right of the list is a small graphic of a document with a checkmark. The news items are:

- 40.4% Dip in Real Estate Stocks Since Diwali | Posted on: Thu, Feb 17, 2011 9:47 AM
- Alpha G:Corp to build 400 Crore Gurgaon Township | Posted on: Thu, Feb 17, 2011 9:46 AM
- Russian Language | Posted on: Tue, Feb 8, 2011 1:17 PM

Figure 7: News & Announcements

Browse Categories

Browse categories contain all the parent categories/root categories of knowledgebase with category search option. For viewing the category page, users can select the category and click on go button.

A screenshot of the Browse Categories section. It has a light blue header bar with the title "Browse Categories" and a dropdown menu labeled "Select Category". Below this is a grid of six category items, each with a small icon and the category name and count. The categories are:

Automobile (5)	Business (3)	Education (8)
General Knowledge (9)	Information and Technology (5)	Real Estate (4)
Sports (7)		

Figure 8: Browse Categories

Group Categories

Group Categories are private categories of knowledge base and are visible to KB users with accounts (KB Members). All those private categories are shown to a user, which are associated with the groups assigned to him.

A screenshot of the Group Categories section. It has a yellow header bar with the title "Group Categories". Below this is a list of categories, with only one item visible: "English Private (1)".

Figure 9: Group Categories

Featured Articles

Featured articles are vital articles in the knowledgebase. Super users can control the display and number of featured articles; from manage settings. Users can also subscribe to RSS feeds of Featured Articles.

Featured Articles

-  [Test Article for Featured Test.](#)
Viewed 14 times since Sat, Feb 26, 2011
-  [Motorola Xoom Tablet with Android 3.0 Honeycomb OS](#)
Viewed 25 times since Wed, Feb 23, 2011
-  [URL Links](#)
Viewed 0 times since Tue, Feb 22, 2011
-  [I don't know how to get registered in the knowledgebase system?](#)
Viewed 1 times since Tue, Feb 22, 2011
-  [How to get registered in Knowledge Base?](#)
Viewed 2 times since Thu, Feb 17, 2011

Figure 10: Featured Articles

Recently Added Articles

This displays the list of latest articles. Super users can control the display and number of latest articles from; manage settings. Users can also subscribe to RSS feeds.

Recently Added Articles

-  [Test Article for Featured Test.](#)
Added on Sat, Feb 26, 2011 - *Automobile*
-  [Motorola Xoom Tablet with Android 3.0 Honeycomb OS](#)
Added on Wed, Feb 23, 2011 - *Education*
-  [URL Links for OPERA](#)
Added on Tue, Feb 22, 2011 - *Education*
-  [URL Links](#)
Added on Tue, Feb 22, 2011 - *Education*
-  [Subject here.](#)
Added on Tue, Feb 22, 2011 - *Education*

Figure 11: Recently Added Articles

Most Popular Articles

PHPKB Knowledge Base Script will dynamically create and display the list of your most popular (maximum number of times viewed) articles on home page allowing your knowledgebase (FAQ) to become more valuable with each interaction. Super users can control the display and number of popular articles; from manage setting. Users can also subscribe to RSS feeds of popular articles.

Most Popular Articles [RSS](#)

-  [Chinese Character Set](#)
Viewed 35 times since Wed, Feb 2, 2011
-  [Motorola Xoom Tablet with Android 3.0 Honeycomb OS](#)
Viewed 25 times since Wed, Feb 23, 2011
-  [Test Article](#)
Viewed 19 times since Tue, Nov 16, 2010
-  [Test Article for Disclaimer](#)
Viewed 16 times since Tue, Nov 23, 2010
-  [Test Article for Featured Test.](#)
Viewed 14 times since Sat, Feb 26, 2011

Figure 12: Most Popular Articles

Top Rated Articles [RSS](#)

-  [India Business Quiz - 45 Business Quiz Questions with Answers](#)
Rating: 4.5/5 from 131 Votes.
-  [Tata Aria SUV Review - Tata Aria Pictures](#)
Rating: 4.4/5 from 66 Votes.
-  [What is Knowledge Management?](#)
Rating: 4.6/5 from 20 Votes.
-  [Maruti Cervo Car - Maruti Cervo Reviews, Features & Price](#)
Rating: 4.4/5 from 37 Votes.
-  [General Knowledge Facts](#)
Rating: 4.1/5 from 36 Votes.
-  [Maruti Suzuki Kizashi](#)
Rating: 5/5 from 8 Votes.

Figure 13: Top Rated Articles

Subscribe to Knowledgebase

Subscribers are users who get emails when knowledgebase articles are published or updated. Click on the Subscribe button to get the articles' updates.

Subscribe to knowledgebase

Get notified when new articles are added to the knowledgebase.

Powered by [PHPKB Knowledge Base Software](#)

Figure 14: Subscribe to Knowledgebase

Logging into PHPKB Admin Control Panel

1. Open the Internet Browser and type the path to your knowledgebase in address bar and hit enter or click on go button.
2. Login screen will be displayed.



Figure 15: Login Screen

3. Enter your username and password to log in.
4. Click the Login button. If your details are correct you will be shifted to dashboard.

Cases when u can't log in to PHPKB Knowledge Base Software:

- a) Your account is inactive. You should contact the administrator regarding the issue.
- b) Your username and/or password are incorrect. Click Forgot Password button to reset your password or contact administrator for assistance.

Note: You'll be unable to login for 15 minutes in case you try wrong login attempt for 5 times.

Admin Control Panel Interface at Glance

PHPKB Knowledgebase has easy to use, highly interactive Graphical User Interface with demotic and innate interface elements. User does not require retraining to start using PHPKB Knowledge Base Software.

The use of AJAX makes the application to be faster or more responsive as sections of pages can also be reloaded individually which reduces the bandwidth usage and load time.

The interface of PHPKB is divided into two parts Header Section and Workspace Area.

The screenshot displays the PHPKB Admin Control Panel. The top section, titled "PHPKB Header", shows the logo "phpkb v6 PROFESSIONAL EDITION", the welcome message "Welcome Administrator | Level: Superuser Last login: Tue, Feb 8th, 2011 at 2:04 PM", and language selection "English". Below the header is a navigation bar with links: Articles, Categories, Comments, Tickets, News, Glossary, Languages, Users, User Groups, Statistics, Tools. The main workspace, titled "PHPKB Workspace", shows a list of "Approved Articles". The table includes columns: ID, Article Title, Category, Comments, Ratings, Hits, Updated, and Versions. The table lists 8 records, with the first few rows showing titles like "Test Article", "How does it work?", "How I use My Payments", etc. At the bottom of the workspace, there are pagination controls ("Page 1 of 1", "Items Per Page: 15", "Reset Page") and a note "Displaying 1 to 8 out of 8 records".

Header Section

PHPKB Header section includes admin user details, shortcut links and navigation bar. Header section is displayed on every screen.

Workspace Area

PHPKB Workspace is the area where you can manage PHPKB features.

Navigation Bar

With Navigation Bar you can create, configure and manage your knowledgebase. Description for each sub option of navigation bar is added to express its functionality.

Articles	Categories	Comments	Tickets	News	Glossary	Languages	Users	User Groups	Statistics	Tools
 Create Article Create a new article in the knowledgebase.	 Manage Articles Manage existing articles in the knowledgebase.	 Saved Drafts Manage saved drafts in the knowledgebase.	 Trash Box Deleted articles present in the trash box.	 Subscribers List of subscribers to receive notifications.	 Custom Fields Create and manage custom fields.					

Figure 16: Navigation Bar

Navigation bar contain links to:

Articles

These are the content base of knowledgebase. Articles can contain your frequently asked questions, white papers, user manuals, or troubleshooting information. You can create articles; manage articles, saved drafts, trash box, subscribers or custom fields from this section. [Refer Articles on page 38](#) for details.

Categories

Categories are used to structure your knowledgebase into easily manageable portions. In PHPKB knowledgebase categories are represented in tree based structure. You can perform various actions like add, edit and delete categories in this section. [Refer Categories on page Error! Bookmark not defined.](#) for details.

Comments

Click here to and manage user submitted comments on articles in your knowledgebase. [Refer Comments on page 130](#) for details.

Tickets

Questions submitted by the users from the front-end are displayed in PHPKB in the form of tickets. You can reply or publish them as article in your Knowledgebase. [Refer Tickets on page 107](#) for details.

News

You can add and manage news of your enterprise in this section. News is displayed in front end but you can also hide the visibility for the news. [Refer News on page for 116](#) details.

Glossary

Click here to create and manage glossary of frequently used terms. Glossary terms are highlighted where they appear in the article content in front-end and appropriate description is shown on mouse over. [Refer Glossary on page 123](#) for details.

Languages

You can manage the language customization of your front end here. You can add, edit or delete the language files in this section. [Refer Languages Error! Bookmark not defined.](#) on page for details.

Users

You can manage users in this section. Different level of users can be added or searched here. [Refer Users on page 85](#) for details.

User Groups

User-groups can be associated with protected categories only so that front end members of a particular user-group can access the content under those categories. User groups can be created edited or deleted under this navigation tab. Refer User Groups on page 102 for details.

Statistics

You can view the graphical reports of knowledgebase components such as articles, categories, users, search keywords, article traffic & failed login attempts in this tab. Refer Statistics on page 150 for details.

Tools

Under tools navigation tab you can configure your knowledgebase settings, generate sitemaps, optimize and backup your database and can integrate AdSense ads to your knowledgebase. Refer Tools on page 174 for details.

Shortcut Links

Shortcut Links button is on right bottom corner of header section. Shortcut links menu is collection of commonly used items so that you don't have to go through navigation bar to work on them. To view shortcut menu just position your mouse over the shortcut button.

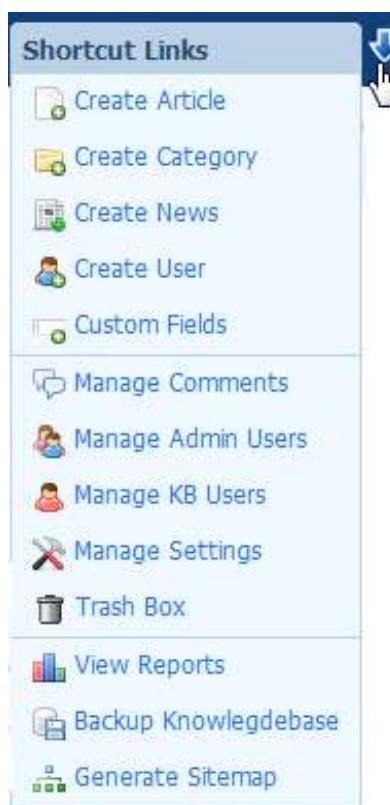


Figure 17: Shortcut Links

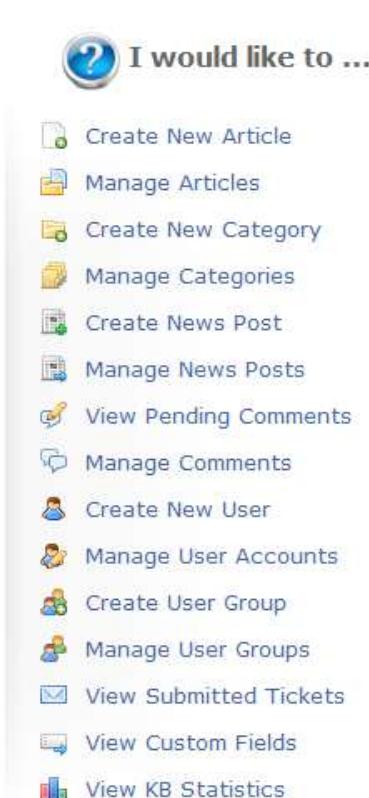


Figure 18: Dashboard Shortcuts

Dashboard Shortcuts

Every feature that would be probably used by you every day is in front of your eyes when you log in, here on your dashboard as I would like to.... You do not need to look through the navigation bar to find a desired feature – it is already here, on the Home Page.

Required Image

In PHPKB Knowledge Base Software some fields are marked mandatory when you configure any of knowledgebase features. The required fields are represented with  icon.

Paging

When the list of records is greater than value specified in Records per Page setting under manage settings then the records are displayed in pages. You can check page number and number of records you are viewing at any time from the Paging Navigation.



Figure 19: Paging Navigation

Paging	
	Click this First Page icon to go to first page.
 , 	When you are already on first page the First Page and Previous Page icons are disabled.
	Click this Last Page icon to go to last page.
 , 	When you are already on last page the Last Page and Next Page icons are disabled.
	Click on it to go to next page from the current page.
	Click on it to go to previous page from the current page.
	Click here to reload the page again with the number of items specified in items per page text box.

Table 2: Paging Navigation – Explanation of Symbols

Sorting

In PHPKB knowledgebase sort icons are added to fields that you can use to sort records. Click  to sort in descending order and  to sort in ascending order.

Toggle Button

To make effective use of browser space some options and details are hidden by default. You can  use this to see hidden details and  to hide them again.

Success Notifications



Figure 20: Success Notifications

After successful completion of any operation PHPKB Knowledge Base Software show confirmation notices.

Error Notifications

When you try to perform some operation that is not allowed by PHPKB Knowledge Base Software you get error message. Example: If you will try to remove Editor user account who has contributions in knowledgebase PHPKB will throw an exception message.

 **Deletion Failed:** writer's Account can not be deleted because this user has 14-Article(s) as follows:

- 11-Approved Article(s).
- 1-Saved Article(s).
- 2-Trashbox Article(s).

You can take one of the following actions:

1. Change the User Account Details

You can modify this user account and change its details like username, fullname and password to assign this user account to a New User. All the Articles displayed above get associated with the New User information. Click on the button below to modify the user account of writer.

[Edit User Account](#)

2. Assign All Articles of writer to Other Existing User.

Select Author

3. Edit 14-Article(s) individually and change the Author.

You can edit each of the above Articles and change the "Author" to some other user of your choice so that the question is not associated with the account of writer anymore. Once you have changed the author for all the above Articles, you will be allowed to delete the account of writer safely.

Figure 21: Error Notifications

Tooltip

The tooltip or info tip appears with information about the item being hovered over that has tooltip icon next  to it.

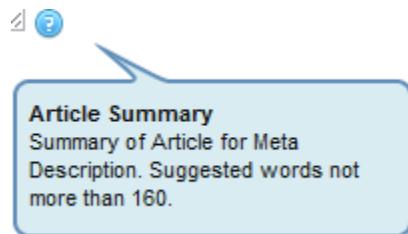


Figure 22: Tooltip

Navigation Breadcrumbs

[Home](#) » [Reports](#) » [User Statistics](#)

Figure 23: Navigation Breadcrumbs

PHPKB software has Breadcrumbs below the headers section. They provide the hierarchical site structures—links to the parent pages of the current one.

Top links



Figure 24: Top Links

Knowledgebase Software has five top links to Dashboard – reload home page, My Profile - change your account settings, Manage Setting – configure your knowledgebase, View KB – view front end KB, Logout – sign out of the knowledgebase.

Language Dropdown

English

In Multi Language Edition of PHPKB Knowledgebase Software Language Dropdown is displayed that let the admin users work in language of their choice. Admin user can enter the articles, news, glossary in the language selected. It gets disabled in sections, where it has no significance –Comments, Languages, Users, User groups, Statistics, Tools Tab.

Editor

WYSIWYG Editor used in PHPKB knowledge Base Software is the most unique online HTML Editor which provides advanced editing facilities designed to create stylish content. "Advanced" doesn't mean complicated. All dialogs provide you with an easy to use interface. Have a look at the screenshot.

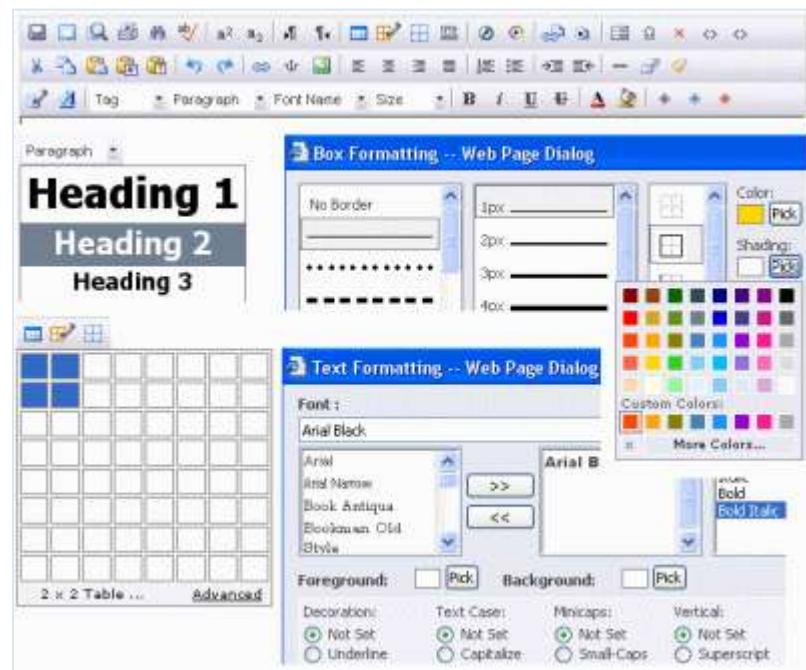


Figure 25: WYSIWYG Editor

WYSIWYG editor is fully compatible with all the majorly used browsers including Internet Explorer, Netscape Navigator, Mozilla Firefox, Chrome, Opera etc. WYSIWYG Editor of PHPKB Knowledge Base Software is full of features and provides essential HTML editing functionalities with total control of the styles.

Admin Dashboard

The home screen or the dashboard is shown when you log in or click the dashboard link on the top links. PHPKB dashboard presents and organizes your daily usage information in a way that is easy to read. It contains header section to reach out to every possible operation of PHPKB Knowledge Base Software.



Figure 26: Dashboard

Dashboard gives overview of your knowledgebase content in the form of charts. Language Dropdown will be visible in case of Multilanguage Edition of Knowledgebase.

Navigation Breadcrumbs shows the position of your dashboard in Knowledgebase.

On the top left side of the workspace is a graphical representation of **last 15 day traffic** (total hits of all articles for last 15 days). You can view the details of graph by clicking on Shortcut to Traffic Statistics. This information helps you analyze your visitors.

Below is a **pie chart representation** of articles of different status with their total count in knowledgebase. Next to this are notifications for pending, approved comments, open tickets, expired articles, subscribers, public and private categories and admin users. You can click on the notification to see the details.

I would like to... Most frequently used sections are displayed under 'I would like to' text on the right side for you to get started.

Management of Knowledge Base

This chapter includes the details of all the components of PHPKB Knowledge Base Software.

Categories	(Page 29)
Articles	(Page 37)
Users	(Page 84)
User Groups	(Page 101)
Tickets	(Page 106)
News	(Page 115)
Glossary	(Page 122)
Comments	(Page 129)
Languages	(Page 137)
Statistics	(Page 149)



CATEGORIES

Category is one of the highest classes to which the objects of knowledge or thought can be reduced, and by which they can be arranged in a system. Categories are used to structure your knowledgebase articles into easily manageable portions. When there is large number of articles they can be categorized to ease the users in locating the relevant information. Suppose a company deals with electronic gadgets then it can divide its FAQ in different categories of mobile phones, televisions, laptops etc.

An unlimited amount of categories and sub-categories can be created in PHPKB software.

Root categories (who do not have any parent category) are displayed at home page with their description and article count of category itself and all subcategories under browse categories. User can traverse through any of category by selecting category from **Select Category** drop down menu.

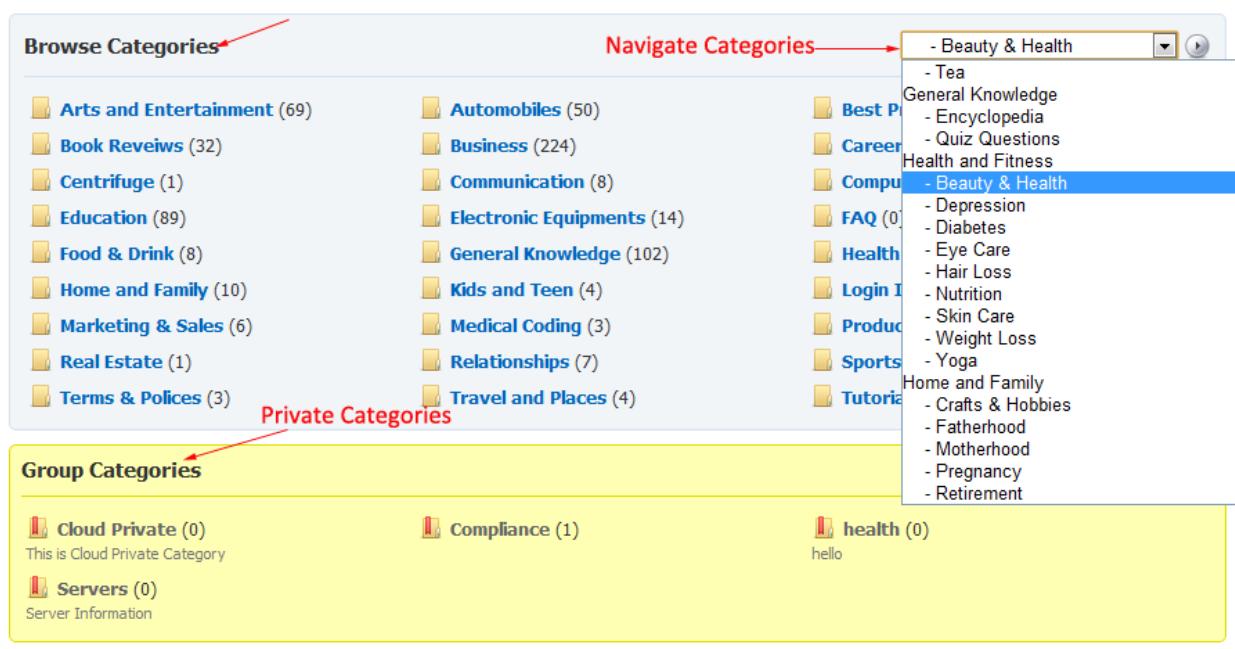


Figure 27: Categories Display at Front End

By clicking on any category, a page with subcategories and articles for selected category will get displayed. For instance, by clicking the automobiles category user can view its articles and two sub-categories as shown in Figure 28. User can go through any of these sub categories to see their details. A navigation bar is shown at top to tell the hierarchy of category displayed.

The screenshot shows a knowledge management software interface. At the top left is the title "Knowledge Management Software". To the right is the logo "phpkb v6 PROFESSIONAL EDITION" featuring a yellow gear icon. A red arrow points from the text "Navigation Bar" to the top navigation bar where "Home » Categories » Automobiles" is displayed. On the left is a sidebar with links like "Knowledge Base Home", "All Categories", "Arts and Entertainment", "Automobiles" (which is highlighted in green), "Best Practices", "Book Reviews", "Business", "Career Advice", "Centrifuge", "Communication", "Computer and Technology", "Education", and "Electronic Equipments". The main content area has a header "Automobiles Sub-Categories" with two items: "Santosh (3)" and "Web Developers (11)". Below this is a section titled "Automobiles Articles" with an RSS link, containing two articles: "Tata Aria SUV Review - Tata Aria Pictures" (viewed 65101 times since Sun, Jan 10, 2010) and "Top 10 SUV Cars in India" (viewed 4834 times since Sat, Jul 10, 2010).

Figure 28: Category Page

Category Types

In PHPKB knowledge base categories are divided as:

Public Categories

Public categories are visible to all end users. Any user from public accessing your knowledgebase can see the public categories and all its sub categories and articles.

Private Categories

Private categories are visible only to KB members (Refer KB member on page 87), when they logged in from member's area (Refer Figure 27 for screen details). KB members can see those private categories, which are associated with user groups of whom he/she is member of. Private categories are used to maintain the information authentication.

Creating Categories

A) Open the create category screen

The new category screen can be opened in different ways as mentioned below:

- Shortcut Links:** The swift way to open a create category page is to use the **Shortcuts Links** at the top right corner of admin control panel header. Click on the shortcut links, a drop down menu get displayed. Click on **Create Category** option.
- Navigation Bar:** Create category page can also be opened from **Create Category** option of Category tab under navigation bar. Refer Figure 30 for screen details.

3. **Dashboard Shortcuts:** You can also create category via a **Create Category** option of Dashboard Shortcuts. Refer Figure 31 for screen details.

After selecting the option create category page will be displayed as shown below.

Figure 29: Create New Category

B) Fill New Category Details

New Category Interface Explanation

Language	Displays the language for which category will be created. You can change the language from the language drop down on header.
Category Name	Enter the name for new category. Remember that category name cannot be shorter than 2 characters. Note: Required Field. It is mandatory to fill this field otherwise PHPKB Knowledge Base Software wouldn't let you create category and throws an error.
Category Type	Choose between category type – Private or Public. If you choose Private option, Private Categories drop down will be displayed and vice versa for Public option.
Parent Category	Select the category from drop down if you want this new category to be sub category of any other category else select No Parent option to make it Root Category .
Category Description	Write the description of up to 250 chars. Description is displayed below the category name in end user section.

Create Category	Click on this to save the category to knowledgebase.
Cancel	Click this to go back to Manage Categories without saving your changes.

Table 3: Create Category Interface Explanation

C) Save Category

Click on Save Category button to save the category into knowledgebase.

Categories' Management

In admin section categories can be viewed by two ways:

1. By clicking the Categories tab from Navigation bar.
2. By clicking the Manage categories from dashboard shortcuts.



Figure 30: Viewing Categories from Navigation Bar



Figure 31: Viewing Categories from Dashboard Shortcuts

After selecting the appropriate option the Manage Categories page will be displayed as shown below.

The screenshot shows the 'Public Categories' management page. At the top, there's a green header bar with text about categories and links for 'Delete Category', 'Edit Category', and 'Add Subcategory'. Below is a table with columns: ID, Category Name, Priority, Visible, Hits, Subcats, Published-Articles, Total Articles, and Actions. Red arrows point to several UI elements: 'Category Description' (above the table), 'Edit Priority' (in the table header), 'Save Priority' (in the table header), 'Delete Category' (in the green bar), 'Edit Category' (in the green bar), 'Add Subcategory' (in the green bar), 'Priority' (in the table header), 'Visible' (in the table header), 'Hits' (in the table header), 'Subcats' (in the table header), 'Published-Articles' (in the table header), 'Total Articles' (in the table header), 'Actions' (in the table header), and specific row entries like 'Book Reviews' and 'Desserts'.

ID	Category Name	Priority	Visible	Hits	Subcats	Published-Articles	Total Articles	Actions
4	Book Reviews	0	✓	4889	1	12 12	12 12	[Edit] [Delete] [Add Article]
- No Description -								
295	iPhone Development	0	✓	16840	0	20 20	20 20	[Edit] [Delete] [Add Article]
3	Kids and Teen	0	✓	3911	0	4 4	4 4	[Edit] [Delete] [Add Article]
2	Food & Drink	12	✓	9920	3	4 4	4 4	[Edit] [Delete] [Add Article]
49	Coffee	2	✓	2044	0	2 2	2 2	[Edit] [Delete] [Add Article]
50	Tea	0	✓	1031	0	1 1	1 1	[Edit] [Delete] [Add Article]
53	Desserts	0	✓	1031	0	1 1	1 1	[Edit] [Delete] [Add Article]

Some articles related to Desserts are listed under this category.

Figure 32: Manage Categories

You can view the public or private categories by clicking the respective tab on manage categories page.

Manage Categories Interface Explanation	
ID	ID is the serial number of category in your KB database.
Category Name	Name assigned to Knowledge base article category. Root category is displayed on left and sub categories are shown in hierarchical form under root category.
Priority	Priority defines the order of precedence for categories. Lower priority shows category of higher importance.
Visible	Tick image icon shows that category is visible in end user section and vice-versa for cross image. Click on the image to change its status.
Hits	Depicts the total of views of all the articles under this category and its subcategories.
Subcats	Total count of sub-categories depth.
Articles	Articles column shows the Published articles and total articles under this category.
Category Description	The Description is an explanation of what this category is about.
Actions	Action column comprises the operations that can be performed on category. <ul style="list-style-type: none"> 1. Add Article Click this to add new article to this category. By default article will be published under this category but you can change the category. Refer Creating Article(s) on page 39 for details. 2. Add Subcategory Click this to add new sub category under this category. Refer Creating Categories on page 31 for details. 3. Edit Category Click this to modify the category. Refer Modifying Categories on page 35 for details. 4. Delete Category Click this to delete the selected category. Refer Deleting Categories on page 35 for screen details.

Table 4: Manage Categories Interface Explanation

You can also arrange the categories in ascending or descending order under Manage Categories screen. By default latest categories are shown at top i.e. categories are sorted by ID in descending order, but they can be sorted by category name, priority, visibility or hits, just by clicking the sorting icons on respective column. For user section sorting can be done in alphabetic order or according to priority as it is defined by you in Manage Settings.

 PHPKB Settings	 Feature Settings	 Article's Settings	
Home Page Settings			
Show Categories Columns	<input data-bbox="633 1636 698 1679" type="button" value="3"/> (Display in Number of Columns)		
Sort Categories By	<input checked="" type="radio"/> Alphabetic Order <input type="radio"/> Priority 		

Modifying Categories

PHPKB provides you the option to edit the existing categories. Steps for editing the category are mentioned below:

1. Click the **Edit Category** operation from **Actions** column of **Manage Categories** for the category you want to edit. Refer Figure 32 for screen details.

[Navigation Bar > Categories > Actions > Edit Category Icon](#)

Edit Category page for selected category will be displayed as presented in figure below.

Edit Category



The screenshot shows the 'Edit Category' page. At the top, there is a navigation bar with tabs: 'Public Categories', 'Private Categories', 'Create Category', and 'Editing Category'. The 'Editing Category' tab is active. A green header bar contains the text: 'Use this section to edit the details of a category in the knowledgebase.' Below this, there is an 'Important Note' message: 'Fields marked with are required to be filled up.' The main form has the following fields:

- Language:** English (selected)
- Type of Category:** Public
- Category Name:** Business (marked with a red checkmark)
- Parent Category:** -- No Parent --
- Category Description (Optional):** (max. 250 Chars) (This field is empty.)

At the bottom of the form are two buttons: 'Update Category' and 'Cancel'.

Figure 33: Edit Category

2. Make the necessary changes. See Table 5 for details of edit form fields.
3. Click on **Update Category** button to make the changes permanent.

NOTE: Parent Category of category can't be category itself or any of its sub categories.

Deleting Categories

You can remove the existing categories if you think they are of no use in your knowledgebase by following the steps mentioned below:

1. Click the **Delete Category** operation from **Actions** column of **Manage Categories** for the category you want to delete. Refer Figure 32 for screen details.

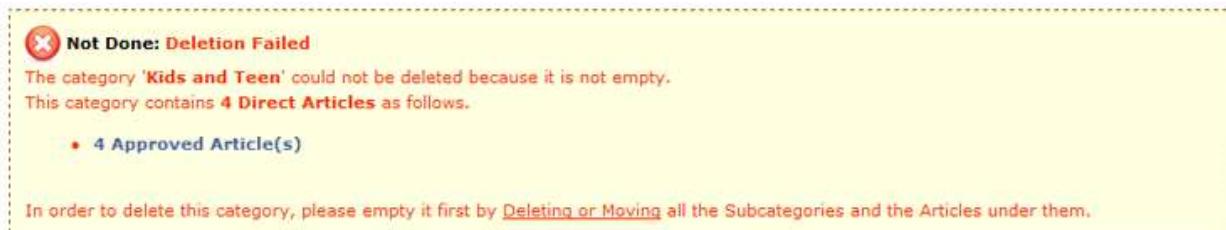
[Navigation Bar > Categories > Actions > Delete Category Icon](#)

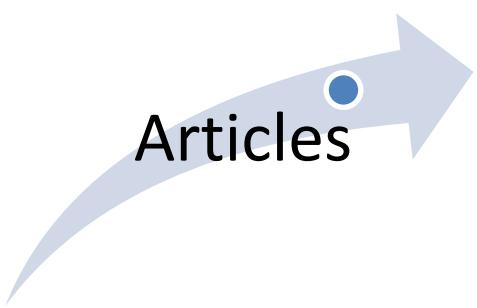
Public Categories	Private Categories	Create Category	ID	Category Name	Priority	Visible	Hits	Subcats	Articles	Actions
4	Book Reviews								12 12	
295	iPhone Development								20 20	
3	Kids and Teen								4 4	
2	Food & Drink								4 4	
49	Coffee								2 2	
50	Tea						1035	0	1 1	
53	Desserts						1035	0	1 1	

Figure 34: Delete Category

- Click OK on confirmation box if you want to permanently delete this category.

NOTE: Category can only be deleted if it is empty (doesn't contain any sub-category or article) else system will generate warning message as shown in following figure.





ARTICLES

Articles, answers to frequently asked questions, white papers, user manuals, or troubleshooting information are grounds of your knowledge base. The knowledgebase is a database of categorized articles that act as an information repository for your clients. Adding articles in PHPKB Knowledgebase is much easier with "what you see is what you get" editor. You can quickly create stunning HTML documents without any HTML and coding experience. Moreover, with PHPKB Multi Language edition you can create articles in different language just by choosing the requisite language from the language dropdown on admin control panel header. An unlimited number of articles, FAQ, question-answer combinations can be created.

Article Interface on Front End

Articles are published under categories on front end. End users can view article page by clicking on the article title from the list of articles displayed under category page. Article page contains the article details like title/question, its content/answers, article author, rating, views, user comments, attachments, custom fields, categories under which it is filed etc.; article options on right side – specify the various actions that can be done with/on article. Article page also contain the related articles, articles that are alike the article.

The screenshot shows a web page titled 'Difference between PHPKB 2 and PHPKB 6'. At the top left is a breadcrumb navigation: Home > Categories > Web Resources. On the right side, there is a sidebar with various sharing and export options: Subscribe to Article, Print Article, Email Article to Friend, Export to PDF, Export to MS Word, Bookmark Article (CTRL-D), Tweet This Article, Digg It, Stumble Upon, and Del.icio.us. Below these options is a 'Article Rating (2 Votes)' section with a 5-star rating graphic and a 'Rate this article' button. A message at the bottom of the page says 'These are just a few features. Version 6.0 is complete re-programmed from scratch and we have made sure that it is the best release of PHPKB so far.' At the very bottom, there are two green buttons: 'Posted: Administrator - Tue, Feb 16, 2010 10:18 AM. This article has been viewed 23 times.' and 'Filed Under: Web Resources'.

Figure 35: Article Page

Article Types

PHPKB articles can be categorized as:

Pending	Articles engraved by writer are in pending state by default; to be approved by super user or editor. Pending articles are not published to KB Users (end users).
Approved	Articles written by super user, editor or accepted articles of writer.
Featured	If an article is "Featured" it is a very important article and will always be shown on knowledgebase front end home page under featured articles. You should make articles as Featured if they are very important for your whole knowledgebase. Featured Articles also appear at the top positions of the lists of articles.
Disapproved	Articles that have been disapproved by editor or super user.
Expired	An expiry date can be set for knowledgebase articles to control their lifecycle. You can set the time limit for article up to when it will be accessible by KB users (end users). The article automatically stops appearing in the list of published articles when the expiry date is over.
Saved Draft	List of incomplete articles that you can complete and publish at a later date.

Creating Article(s)

A) Open the Create Article Page

To create a new article, click Articles in the Navigation Bar and select Create Article.

Navigation Bar > Articles > Create Article

If you are on dashboard speediest way is to click on Create New Article from dashboard shortcuts.

You can also use Create Article option on shortcut menu on right side of header.

Create New Article



Articles are the building blocks of a knowledgebase. They are main form of content in your knowledgebase. Use the form below to create an article which will be published in your knowledgebase.

[Manage Articles](#) [Create Article](#)

Important Note: Fields marked with are required to be filled up.

Article Title

Article Type Public Private

Categories

PUBLIC CATEGORIES

- Arts and Entertainment
- Automobile
- Education
- General Knowledge
- Information and Technology
- Relationships
 - Love and Friendship
 - Sub-Category of Love and Friendship

Article Content

Home Objects

Article Keywords
(Please separate each keyword with a comma.)

Article Summary

Make Featured?

Article Expiry Yes, enable expiry

Job Title

Show Article? Yes, it should be visible in the Knowledgebase.

[Preview Article](#) [Save as Draft](#) [Save Article](#) [Cancel](#)

Figure 36: Create an Article

B) Fill in the necessary details

Create an Article Interface Explanation							
Article Title	Title can be question, caption or headline of your article. Note: Multiple articles with same title under one category are not allowed.						
Article Type	Choose Private to change the categories field to display private categories and to make article visible only to KB Member Users. With Public type article will be published under public categories and be accessible by all end users.						
Categories	The place in the knowledgebase hierarchy where this entry will be published depends on this field. You can assign an article to multiple categories by checking the checkboxes in front of category names.						
Article Content	The content is an answer to the question or a solution for a problem i.e. body of your article. The content can be edited with the included WYSIWYG (What You See Is What You Get) editor when JavaScript is enabled and miscellaneous settings Use WYSIWYG Editor? is also enabled. <table border="1" style="margin-top: 10px;"> <tr> <th colspan="2">Miscellaneous Settings</th> </tr> <tr> <td>Enable Version History</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Use WYSIWYG Editor?</td> <td><input checked="" type="checkbox"/></td> </tr> </table> Editor provides you features- text, image, table, audio and video insertion; number of readymade templates; internal linking; linking to network files along with uncountable formatting features.	Miscellaneous Settings		Enable Version History	<input checked="" type="checkbox"/>	Use WYSIWYG Editor?	<input checked="" type="checkbox"/>
Miscellaneous Settings							
Enable Version History	<input checked="" type="checkbox"/>						
Use WYSIWYG Editor?	<input checked="" type="checkbox"/>						
Article Keywords	Keywords are relevant for searching through the database. Keywords are the important words that classify your article. In case you didn't include a specific word in the entry itself, but it is closely related to the content you can include it as a keyword, so the entry will come up as a search result.						
Article Summary	It is compact view of your article for meta description attribute. Indexing search engines may present the content of your meta description tag as the result of a search query. Note: It is suggested not to write summary of more than 160 words.						
Make Featured	Check this and mark this as a featured article if you want the article to appear in the "Featured articles" section of your knowledge base's front Page and get priority in published articles.						
Article Expiry	Check this to set the time limit for article up to when it will be accessible by KB users (end users). You can set expiry days in between 365 days from current date.						
Custom Fields	This displays the custom fields you created for your knowledgebase article s, either a text field or a list of options (in form of checkbox or dropdown). You can leave a custom field blank if it is not specified mandatory and marked with required  icon. Refer Custom Fields on page 61 for detail description.						
Show Article?	Uncheck this if you don't want the article to get displayed to KB users after publishing.						

Preview Article	Shows preview of the article with the latest (even unsaved) changes as it will be published to the front-end users. See Figure 37 for Previewing Article's screen details on page 42.
Save as Draft	Saves changes as your personal draft. You can continue to edit this draft later and save it as an article or delete eventually. Refer Saved Draft's Management on page 43.
Save Article	Click this to save your changes and store the article in knowledgebase.
Cancel	Click this to return to Manage Articles page without saving your changes.

Table 5: Create an Article Interface Explanation

C) Save Article

To save the article in knowledgebase and to publish, click on Save Article button. You can click on Preview Article option to see its appearance in front end; and can publish or make changes from there.

preview
preview
preview
preview
preview
preview

Author: Administrator

Article Title: IEC Centra CL2 - ID 3828

Categories: Centrifuge

Content:
The IEC Centra CL2 is an ideal system for blood separations with a capacity of up to sixteen (16) 13 mm Becton Dickenson Vacutainer ® tubes and tissue culture with up to 8 x 15 ml or 4 x 50 ml Falcon / Corning Conical tubes in sealed carriers. A simple interface allows rapid setting of critical parameters.



Meta Keywords: IEC Centra CL2, Another Keyword, More Keywords of your choice

Meta Description: The IEC Centra CL2 is an ideal system for blood separations with a capacity of up to sixteen (16) 13 mm Becton Dickenson Vacutainer tubes and tissue culture with up to 8 x 15 ml or 4 x 50 ml Falcon / Corning Conical tubes in sealed carriers.

Featured:

Job Title: Technical Writer

Phone No: 9876545348

Custom Fields

Publish Article
Edit Article

Figure 37: Previewing an Article

Saved Drafts

Saved drafts are incomplete articles that are not ready to publish yet. Saved drafts allow multiple users to edit the article without publishing the article in knowledgebase.

Creating an Article Draft

You can create saved drafts of incomplete articles so that you can complete and publish them at a later date. Saved drafts are created from create article page by clicking the Saved Draft button. Refer Create Article(s) on page 39 for details.

Saved Draft's Management

In PHPKB Software editor and super users can view all the drafts of knowledgebase but writers can see their own saved drafts.

You can view the saved drafts from **Saved Drafts** option under articles tab of navigation bar.

Navigation Bar > Articles > Saved Drafts

This section is to manage drafts articles in your knowledgebase. You can click on an article title to preview it. Various actions related to an article can be made visible by clicking on the (arrow symbol) for that article. You can move your mouse over the links to view the explanation. Articles are displayed in the descending order of their ID by default. You may click on a column title to sort the articles in that order.

ID	Article Title	Category	Visible	Created
29	Test	Arts and Entertainment	<input checked="" type="checkbox"/>	Feb 4, 2011

Actions: Attachments | Edit-Publish Draft | Discard Draft

Figure 38: Manage Saved Drafts

Manage Saved Draft Interface Explanation

ID	Serial number assigned to draft in database.
Article Title	Click on this to preview the article. Preview display article details to ease you in deciding what action you want to take on this article.
Category	Category is place where you have chosen to publish this article.
Visible	Click this to set the visibility of saved draft after it gets published.
Created	Month, date and year; when draft was last updated.
Actions	Attachments: Click this to add or delete attachments to draft. Edit-Publish Draft: Click this to edit or publish the draft. Discard Draft: Click here to remove the draft.

Table 6: Manage Saved Draft Interface Explanation

Modifying the Saved Draft

Click on the Edit-Publish Draft option from actions row of saved drafts.

Navigation Bar > Articles > Saved Drafts > Actions > Edit-Publish Draft

An edit article screen will be displayed. See Figure 48 for screen details.

Make the necessary changes in the article and click on update article option to make the changes permanent. Remember, article will not get published, only be updated.

Publishing the Saved Draft

Click on the Edit-Publish Draft option from actions row of saved drafts.

Navigation Bar > Articles > Saved Drafts > Actions > Edit-Publish Draft

An edit article screen will be displayed. See Figure 48 for screen details.

Make the necessary changes in the article and click on Preview Article.

From the Preview Article screen click on the Publish Article button to make the changes permanent and publish it in knowledgebase.

Deleting the Saved Draft

Click on the Discard Draft from actions row of saved drafts.

Navigation Bar > Articles > Saved Drafts > Actions > Discard Draft

Home > Manage Articles

Saved Drafts

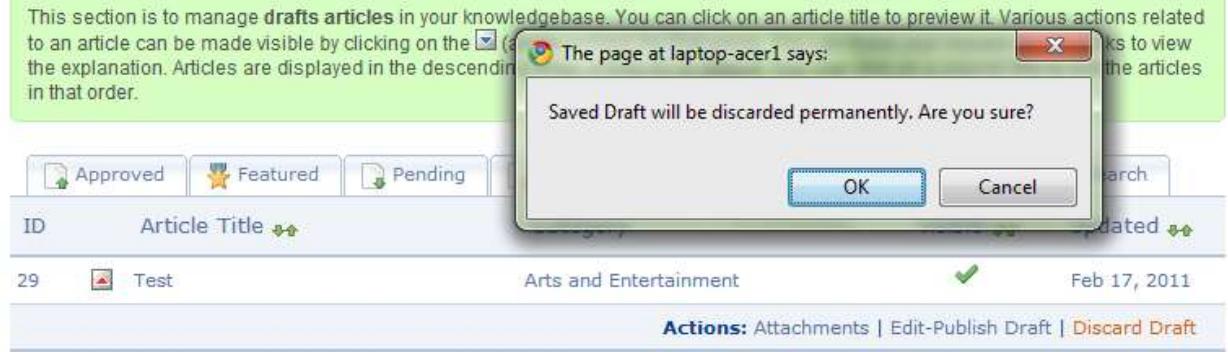


Figure 39: Delete Saved Draft

Confirm the dialog box to remove the saved draft from knowledgebase.

Articles' Management

Viewing Articles

1. By clicking the Articles tab from Navigation bar.

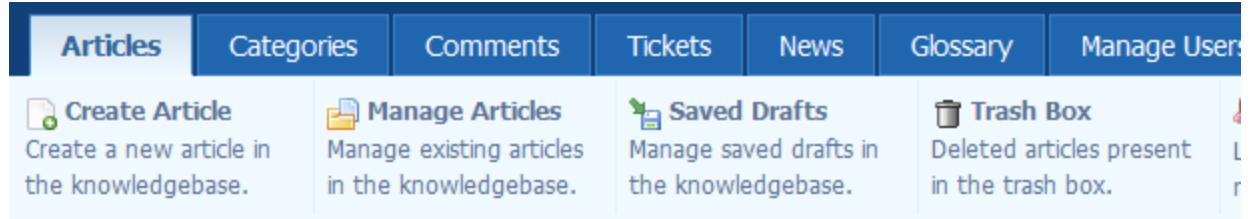


Figure 40: Viewing Articles from Navigation Bar

2. By clicking the Manage Articles from dashboard shortcuts.

Manage articles screen will get displayed. By default, list of approved articles is shown. You can navigate through tabs on manage articles page to view and manage different types of articles such as featured, pending, disapproved, expired, expired, saved drafts.

ID	Article Title	Category	Visible	Comments	Ratings	Hits	Updated	Versions
23	Russian Characters Test	Multiple Categories Arts and Entertainment	<input checked="" type="checkbox"/>	0	Unrated	21	Feb 16, 2011	6
22	Icelandic Characters Test	Multiple Categories Arts and Entertainment	<input checked="" type="checkbox"/>	0	Unrated	4	Dec 20, 2010	0
21	Icelandic Characters Test	Multiple Categories Arts and Entertainment	<input checked="" type="checkbox"/>	0	4 / 1 votes	10	Dec 21, 2010	1
20	Icelandic Characters Test	Multiple Categories Arts and Entertainment	<input checked="" type="checkbox"/>	0	Unrated	12	Dec 21, 2010	1
16	About Interpersonal Relationships	Relationships	<input checked="" type="checkbox"/>	0	Unrated	28	Sep 29, 2010	0
14	AIEEE 2010 Answer Key - Download AIEEE 2010 Solved Paper	Education	<input checked="" type="checkbox"/>	0	Unrated	80	Sep 23, 2010	0

Figure 41: Manage Articles

Manage Articles Interface Explanation	
ID	Every article generates automatically an ID in database. Articles can be accessed directly by putting this ID into the search box on article search page. Refer Search Articles on page 59.
Article Title	This is the question or headline of your article.
Category	The place in the Knowledgebase hierarchy where this article will be published. Tooltip unfolding the category hierarchy is presented on mouse over of category. In instance, if article is published under multiple categories Multiple Categories is written under the column entry. Click on category to view name of categories under which article is filed.
Visible	<input checked="" type="checkbox"/> Shows that article is visible to front end users. <input checked="" type="checkbox"/> In the column value makes it hidden. Click on the icon to change its visibility.
Comments	Displays the number of users comments on the article. Click the number to view the article comments if number is greater than 0. See Comments' Management on page 131.

Ratings	It displays the average rating (total of article rating score divided by number of votes since the counter reset). Note: When no votes have been casted for an article, Unrated displays.
Hits	Number of times this article has been viewed by your KB users (end users).
Updated	Last month, date and year on which admin user made a change to the article.
Versions	Versions of your articles will automatically be saved as you edit articles. The numeric figure displays number of versions for this article. Refer Article Versions on page 49 for details.
Options	Click on toggle  to view the actions associated with article.

Table 7: Manage Articles Interface Explanation

Actions allied with different type of articles

Tabs of Manage Articles represent articles of different status (type). Each type of article has few different set of operation that can be performed on it. By clicking the toggle button  you can see the available actions for the article. Below different actions for different status articles has been displayed.

1. Approved

817	 Money	Terms & Polices	0	5 / 1 votes	65	Jan 27, 2011	0
Actions: Attachments Disapprove Make Featured Subscribers Reset Rating Edit Delete							

Figure 42: Approved Articles' Actions

2. Featured

742	 Zimbra	Movies & Videos	0	Unrated	286	Nov 18, 2010	1
Actions: Attachments Disapprove Non Featured Subscribers Edit Delete							

Figure 43: Featured Articles' Actions

3. Pending

833	 How to create knowledgebase article	FAQ	Feb 14, 2011
Actions: Attachments Approve Edit Delete			

Figure 44: Pending Articles' Actions

4. Disapproved

822	 hvjhjgf	00		0	Unrated	0	Feb 2, 2011	0
Actions: Attachments Approve Subscribers Edit Delete								

Figure 45: Disapproved Articles' Actions

793	 Second Article	Arts and Entertainment	0	5 / 1 votes	21	Jan 27, 2011	2
Actions: Remove Expiry Attachments Subscribers Reset Rating Edit Delete							

Figure 46: Expired Articles' Actions

5. Saved Draft

798	How To Catch A Ball	Multiple Categories	Jan 18, 2011
Filed Under:	Career Advice, Sports		

Figure 47: Actions for Saved Drafts

Every possible action for all type of articles is explained in table given below.

Article Actions' Explanation	
Attachments	Click this option to add or delete attachments to article. Refer Article Attachments on page 54 for details.
Disapprove	Click this to disapprove an already approved article. See Disapprove an Article on page 57 for details.
Make Featured	Click this to make the article featured. See Making an Article Featured on page 58.
Subscribers	To view and manage details about the people who have signed up to receive email notifications when article is updated. See Article Subscribers on page 69 for details.
Reset Rating	To set the rating of an article to 0 click on this link.
Edit	To update an existing article click on this action. Refer to Modifying Article(s) for details on page 47.
Delete	To send the article to trash folder click here. See Deleting Article(s) on page knowledgebase article on page 52 for details.
Non Featured	Click here to make the article as non-featured. By making it to non-featured, articles will no more be listed in top positions of published articles.
Approve	Pending articles must be approved by an administrator before they become visible to the public. You can also edit a pending article before approving it.
Remove Expiry	Click here to remove the expiry of expired articles. After expiry date removal article will be moved to status from which it had expired.
Edit Publish draft	To edit the draft and publish it in knowledgebase click here. See Modifying the Saved Draft and Publishing the saved draft on page 44.
Discard Draft	To delete the draft permanently click here. Refer Deleting the Saved Draft on page 44.

Table 8: Article Actions' Explanation

Modifying Article(s)

With PHPKB Knowledge Base Software you can edit article of any status. Editors and super users have privilege to update any article of knowledgebase. However, writers can edit their own articles, and articles edited are again sent to pending state to be approved by editor or super user. Steps for editing an article are as mentioned below. Whenever articles are updated, previous version of article is stored in version history. Refer Article Versions on page 49 for details.

1. Click the Edit option from Actions row in manage articles. An edit article screen gets displayed.

Navigation Bar > Articles Tab > Manage Articles > Actions > Edit

2. On the edit article page make the required changes. Refer to Table 5 for details of fields.

The screenshot shows the 'Editing Article' interface. At the top, there are three tabs: 'Manage Articles', 'Create Article', and 'Editing Article'. A note says 'Important Note: Fields marked with * are required to be filled up.'

Required Fields:

- * Author Name: Raylene Ellenberger
- * Article Title: AIEEE 2010 Answer Key - Download AIEEE 2010 Solved Paper
- * Article Type: Public
- * Categories: Education

PUBLIC CATEGORIES:

- Arts and Entertainment
- Automobile
- Education**
- General Knowledge
- Information and Technology
- Relationships
 - Love and Friendship
 - Sub-Category of Love and Friendship
- Web Development

Article Content:

Rich Text Editor toolbar: Home, Objects, Font Name, Size, Paragraph, Media, Flash.

AIEEE 2010 - All India Engineering Entrance Examination for admission to Undergraduate Engineering Courses & Architecture (including Planning) programmes at the undergraduate level at NITs & IITs. The exam date for All India Engineering Entrance Examination had been announced by CBSE i.e. 25th April 2010.

AIEEE has conducted the entrance test on 25th April 2010. Students can download the answer sheet of 2010 AIEEE exam in the below link provided. Here you can get Chemistry Answer paper and question paper also in the below. Click on the link below to download the **AIEEE Answer Key 2010**. For AIEEE 2010 Chemistry solutions key, click [here](#).

Students can download the answer sheet of 2010 AIEEE exam in the below link provided.

Download AIEEE 2010 Answer Key

Important Instructions for AIEEE 2010 Paper

- Immediately fill in the particulars on this page of the Test Booklet with Blue/Black Ball Point Pen. Use of pencil is strictly prohibited.
- The Answer Sheet is kept inside this Test Booklet. When you are directed to open the Test Booklet, take out the Answer Sheet and fill in the particulars carefully.
- The test is of 3 hours duration.
- The Test Booklet consists of 90 questions. The maximum marks are 432.

<BODY>

Article Keywords: (Please separate each keyword with a comma.)

Article Summary:

Make Featured?:

Article Expiry: Never Set Expiry Date [?](#)

Custom Fields:

* Job Title: [Text input field]

Show Article?: Yes, it should be visible in the Knowledgebase.

Buttons: Preview Article, Update Article, Cancel.

Figure 48: Edit an Article

3. Click on **Update Article** button to make the changes permanent in knowledgebase. If you want to see the preview before updating the article click on the **Preview Article** button.

On preview article page (See Figure 37 for Preview Article screen details) you have two options either to publish the updated article or to edit the article again. If you are satisfied with the article content press **Publish Article** button to publish it in knowledge base else you can make the changes in article by pressing the **Edit Article** option.

Article Versions

PHPKB Knowledge Base Software allows you to automatically save versions of documents as you edit them if you enable the **Enable Version History** setting under **Miscellaneous Settings** of **Manage Settings**. With article history/versions you can go back, look at changes, and even revert to an earlier version of an article. The version control contributes to collaborative editing so many people can work together to create and refine a knowledge base entry.

To view, manage the article versions, click on Versions column in the Manage Articles. Refer Figure 41 for screen details.

Navigation Bar > Articles Tab > Manage Articles > Version Column

Home » Articles » Article Versions



Article Versions

Versions of your articles will automatically be saved as you edit articles. This allows you to view past versions and revert to older versions if needed.

S.No.	Article Title	Version	User	Saved On	Action
1	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	8	Administrator	Jan 12, 2011 at 2:14 PM	Delete Restore
2	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	7	Administrator	Jan 12, 2011 at 1:15 PM	Delete Restore
3	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	6	Administrator	Jan 12, 2011 at 12:58 PM	Delete Restore
4	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	5	Administrator	Jan 12, 2011 at 12:56 PM	Delete Restore
5	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	4	Administrator	Jan 12, 2011 at 12:56 PM	Delete Restore
6	sdsd	3	Administrator	Jan 12, 2011 at 12:45 PM	Delete Restore
7	sdsd	2	Administrator	Jan 12, 2011 at 12:43 PM	Delete Restore
8	sdsd	1	Administrator	Jan 12, 2011 at 12:42 PM	Delete Restore



| Page 1 of 1 |



|

Items Per Page



| Reset Page

Displaying 1 to 8 out of 8 records

Figure 49: Article Versions

Article Versions Interface Explanation

S. No.	The Serial number assigned to article version in database.
Title	Title of the article when article history (version) was created. Click on this to preview the article version. Refer Previewing Article Version on page 50 for details.
Version	The version numbers are assigned in increasing order and correspond to updates made on the article. Article versions are displayed in descending order, latest at top place.
User	The Admin user who is responsible for the creation of the version (i.e. the one who has edited the article).
Saved On	Date and time details, when version was created.
Actions	Delete: Click this if you think that version is no longer required and to

	<p>remove it from the article version list. See How to Delete Article Version on page 51.</p> <p>Restore: Click this to rollback to previous version. See How to restore Article Version on page 50.</p>
--	---

Table 9: Article Versions Interface Explanation

Previewing Article Version

You can preview the version by clicking on the article title column of the version on Article Versions screen.

Navigation Bar > Articles Tab > Manage Articles > Versions > Article Title

Preview shows the title, content, keywords, and description of article at the time version was created.

Version-ID: 13

Title:
Motorola Xoom Tablet with Android 3.0 Honeycomb OS

Saved By: Mike Mahon - admin@in.com

Saved On: Feb 23, 2011 at 3:55 PM

Keywords: motorola xoom tablet, android 3 honeycomb tablet

Meta Description: The Motorola Xoom is one of the first tablets to run on Google Android 3.0 Honeycomb operating system, the first Android version intended for tablets.

Content:

Motorola's press conference today was likely one of the biggest moments of the entire week. The **Motorola Xoom**, one of the first tablets to run on Google's **Android 3.0 Honeycomb** operating system, the first Android version intended for tablets was just unveiled at the Consumer Electronics Show here.

Verizon will be the Motorola Xoom's carrier. After an advertising campaign that included some shots at the iPad and Samsung's Galaxy Tab (which runs Android 2.2, not Honeycomb) while keeping the name and look of the device under wraps, the Xoom has finally emerged.

Visually, it resembles most of other tablets dominated by its **HD multi-touch screen**. The operating system seems far more advanced than virtually all Android 2.2 tablets currently on the market including Samsung's Galaxy Tab and is, perhaps, the first tablet truly armed to take on the mighty iPad.

Figure 50: Article Version's Preview

How to Restore the Article Version

Restore will return the article to its previous version and store the current article state in version history.

1. Click the Restore link from Actions column under Article Versions to roll back the article.

Navigation Bar > Articles Tab > Manage Articles > Versions > Article Versions > Actions > Restore

2. You will be shifted to Edit Article screen. Refer 48 for screen details. Make the changes if you want to and update or publish it after seeing its preview.
3. A new version will be created under Article Versions.

Home > Articles > Article Versions



Article Versions

Versions of your articles will automatically be saved as you edit articles. This allows you to view past versions and revert to older versions if needed.

S.No.	Article Title	Version	User	Saved On	Action
1	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	9	Administrator	Feb 18, 2011 at 9:42 AM	Delete Restore
2	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	8	Administrator	Jan 12, 2011 at 2:14 PM	Delete Restore
3	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	7	Administrator	Jan 12, 2011 at 1:15 PM	Delete Restore
4	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	6	Administrator	Jan 12, 2011 at 12:58 PM	Delete Restore
5	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	5	Administrator	Jan 12, 2011 at 12:56 PM	Delete Restore
6	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	4	Administrator	Jan 12, 2011 at 12:56 PM	Delete Restore
7	sdsd	3	Administrator	Jan 12, 2011 at 12:45 PM	Delete Restore
8	sdsd	2	Administrator	Jan 12, 2011 at 12:43 PM	Delete Restore
9	sdsd	1	Administrator	Jan 12, 2011 at 12:42 PM	Delete Restore

Figure 51: Article Versions Screen after Version Restore

How to Delete the Article Version

Delete will remove the article version from article history.

1. Click the remove link from Actions column under Article Versions to delete the article permanently.

Navigation Bar > Articles Tab > Manage Articles > Versions > Article Versions > Actions > Delete

Home > Articles > Article Versions



Article Versions

Versions of your articles will automatically be saved as you edit articles. This allows you to view past versions and revert to older versions if needed.

S.No.	Article Title	Version	User	Saved On	Action
1	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	9	Administrator	Feb 18, 2011 at 9:42 AM	Delete Restore
2	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	8	Administrator	Jan 12, 2011 at 2:14 PM	Delete Restore
3	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	7	Administrator	Jan 12, 2011 at 1:15 PM	Delete Restore
4	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	6	Administrator	Jan 12, 2011 at 12:58 PM	Delete Restore
5	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	5	Administrator	Jan 12, 2011 at 12:56 PM	Delete Restore
6	Motorola Xoom Tablet with Android 3.0 Honeycomb OS	4	Administrator	Jan 12, 2011 at 12:56 PM	Delete Restore
7	sdsd	3	Administrator	Jan 12, 2011 at 12:45 PM	Delete Restore

The page at laptop-acer1 says:

Selected Version will be permanently removed. This action can not be undone. Are you sure?

OK Cancel

Actions

AM	Delete Restore
PM	Delete Restore

Figure 52: Delete Article Version

2. Press OK in the confirmation dialog to remove the version or cancel to keep the version in the history.

Deleting Article(s)

In PHPKB Knowledge Base Software, when an article is deleted it is sent to trash folder instead of permanently deleting it from knowledge base. Trash box is useful if someone suddenly delete wrong article or simply you want to restore accidentally deleted article. PHPKB Software doesn't provide the delete article privilege to writers; only editors or super users have the authority to delete the articles.

To delete the article follow the steps mentioned below:

1. Click the delete link from Actions row of Manage Articles

Navigation Bar > Articles Tab > Manage Articles > Actions > Delete

Home » Manage Articles

Approved Articles



This section is to manage approved articles in your knowledgebase. You can click on an article title to preview it. Various actions related to an article can be made visible by clicking on the (arrow symbol) for that article. You can move your mouse over the links to view the explanation. Articles are displayed in the descending order of their ID by default. You may click on a column title to sort the articles in that order.

The screenshot shows the 'Approved Articles' page. A confirmation dialog box is open, asking 'Article will be deleted and moved to Trash Box. Are you sure?'. The dialog has 'OK' and 'Cancel' buttons. In the background, there's a table with columns: ID, Article Title, Category, Hits, Updated, Versions. One row is selected with ID 9, Article Title 'Quiz Questions', Category 'General Knowledge', Hits 0, Updated 'Feb 18, 2011', and Versions 2. Below the table are 'Actions' buttons: Attachments, Disapprove, Make Featured, Subscribers, Edit, and Delete.

Figure 53: Delete an Article

2. Confirm the dialog to send the article to trash box.

After deletion article is moved to trash folder. Trash box (folder) is accessible by super user only. Super user can delete the article permanently or restore the article from trash box. To view the trash box click the trash box icon from the articles tab of navigation bar.

Navigation Bar > Articles > Trash box

Home » Articles » Trash Box



Trash Box

This is a recycle bin for deleted articles. You can restore articles or permanently delete them from the knowledgebase. You can preview an article by clicking on its title. Deleted articles are displayed in the descending order of date they were deleted on.

The screenshot shows the 'Trash Box' page. At the top is a 'Trash Box' button. Below is a table with columns: ID, Article Title, Category, Comments, Ratings, Hits, Deleted On. One row is shown with ID 810, Article Title 'text', Category 'Wolly Mullain', Comments 0, Ratings Unrated, Hits 21, and Deleted On 'Feb 18, 2011'. At the bottom are 'Actions' buttons: Purge and Restore.

Figure 54: Manage Trash Box

Trash Box Interface Explanation

ID	Serial number of deleted article in database.
Article Title	Title of the article when article was deleted. Click on this to preview the article.
Category	Category under which article has been filed.
Comments	No of comments added to article.
Rating	Rating at the time it has been deleted.
Hits	Number of times article has been viewed.
Deleted On	Month, date and year when article was sent to trash.
Actions	<p>Purge: Click this delete the article permanently from the knowledgebase. See Permanent Removal of Article(s) on page 53.</p> <p>Restore: To add the article again into knowledgebase articles. Refer Restoring Articles from Trash Box on page 54.</p>

Table 10: Trash Box Interface Explanation

Permanent Removal of Article(s)

You can delete the article permanently from the database by clicking on Purge link from Actions of trash box. Once article is purged it can be retrieved back.

Navigation Bar > Articles > Trash Box > Actions > Purge

Home > Articles > Trash Box

Trash Box



This is a recycle bin for deleted articles. You can restore articles or permanently delete them from the knowledgebase. You can preview an article by clicking on its title. Deleted articles are displayed in the descending order of date they were deleted on.

The screenshot shows the 'Trash Box' interface. At the top, there's a navigation bar with 'Home', 'Articles', and 'Trash Box'. Below the navigation is a section titled 'Trash Box' with a trash bin icon. A green box contains the text: 'This is a recycle bin for deleted articles. You can restore articles or permanently delete them from the knowledgebase. You can preview an article by clicking on its title. Deleted articles are displayed in the descending order of date they were deleted on.' The main area shows a table of deleted articles with columns: ID, Article Title, Hits, Deleted On, and Actions. One row is selected, showing ID 810, Article Title 'text', Hits 21, Deleted On 'Feb 18, 2011', and Actions 'Purge | Restore'. A confirmation dialog box is overlaid on the page, reading: 'The page at www.articlediary.com says: Selected Article will be removed permanently. Are you sure?' with 'OK' and 'Cancel' buttons. The cursor is hovering over the 'OK' button.

Figure 55: Purge Article

Confirm the dialog to delete the article for forever or cancel to keep it in trash. Delete message notification is displayed on successful deletion of article.

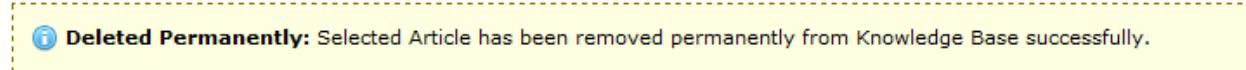


Figure 56: Success Notification – Article Purged

Restoring Articles from Trash Box

Super users can restore the article back to its original status even after they have been deleted. To restore the article, click on restore link from actions column of trash box.

Navigation Bar > Articles > Trash Box > Actions > Restore

Home > Articles > Trash Box

Trash Box



This is a recycle bin for deleted articles. You can restore articles or permanently delete them from the knowledgebase. You can preview an article by clicking on its title. Deleted articles are displayed in the descending order of date they were deleted on.



The screenshot shows a confirmation dialog box titled "The page at www.articlediary.com says:" with the message "Selected Article will be Restored Back to their Original Status. Are you sure?". Below the dialog is a table of deleted articles with columns for ID, Article Title, Views, Hits, Deleted On, and Actions (Purge | Restore). One row is selected, showing ID 810, Article Title "text", Views 21, Deleted On Feb 18, 2011, and Actions Purge | Restore.

Figure 57: Restore Deleted Article

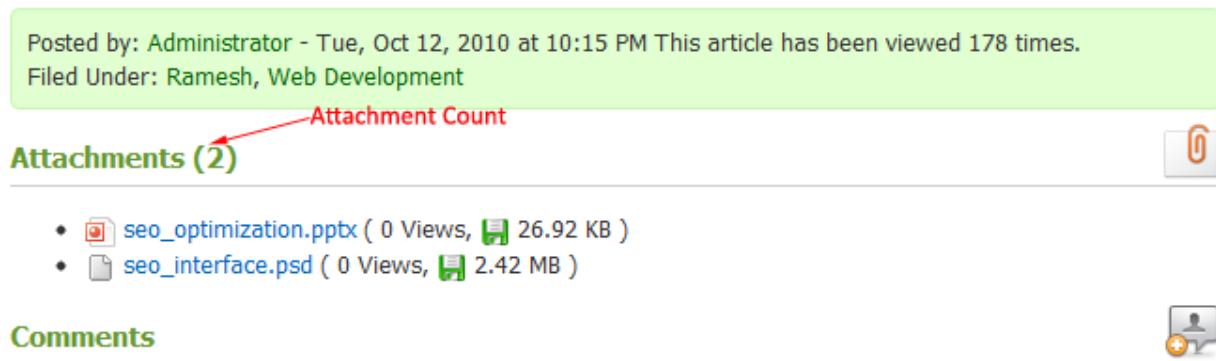
After restore article will be moved to the article list where it belonged before deletion. For instance, if you have deleted the featured article and restoring it from trash now it will be shifted to featured articles after restore.

 **Article Restored:** Selected Article has been Restored Back to **Featured Articles** successfully.

Figure 58: Success Notification - Article Restored

Article Attachments

Attachments are the documents/files that are attached with Articles. Attachments are displayed in end user section on article's page with their views (number of times seen/downloaded) and attachment size.



The screenshot shows the attachments section for an article. It includes a summary box with "Posted by: Administrator - Tue, Oct 12, 2010 at 10:15 PM This article has been viewed 178 times." and "Filed Under: Ramesh, Web Development". Below this is a "Attachments (2)" section with a red arrow pointing to the "Attachment Count" link. The attachments listed are "seo_optimization.pptx (0 Views, 26.92 KB)" and "seo_interface.psd (0 Views, 2.42 MB)". At the bottom is a "Comments" section with a comment icon.

Figure 59: Attachments' Display in Front End

Attachments are used in Advanced search if **Search File Attachments?** Setting is enabled in Manage Settings. You can enable the setting from:

Navigation Bar > Tools > Manage Settings > Miscellaneous Settings > Search Settings > Search File Attachments

Search Settings	
Search Results Per Page	10 <input checked="" type="checkbox"/>
Search Custom Fields	<input checked="" type="checkbox"/>
Search File Attachments?	<input checked="" type="checkbox"/>

Figure 60: Search File Attachments Setting

In admin section you can add or delete the attachment from **Attachments** action on manage articles page. Refer Figure 41 for screen details.

Home > Articles > Article Attachments

Attach Files



You can add file attachments to an article in this section. The Article Title with which the files are to be attached are displayed below. You can browse the files to be attached with that particular article and then click on the "Add Attachment" button to proceed with the attaching process. Once done, the files will be uploaded to the "attachments" folder on the server and then attached with the selected article.

Article Title: Search Engine Optimization: Tags of Importance for SEO	
File 1:	<input type="button" value="Choose File"/> SEO Interface.psd
File 2:	<input type="button" value="Choose File"/> SEO Optimization.pptx Remove
Add Another	
<input type="button" value="Attach Files"/> <input type="button" value="Cancel"/>	

Attachment Files :

 * There are no Attachment File(s) with this Article.

Figure 61: Attach Files Screen

Attachment screen is divided into two fragments for easy management of attachments. On left side you can add attachments; on right side you can delete already attached attachments. Article title with which files are to be attached is displayed at the top. Click on it to preview the article.

Adding Attachment(s)

1. Click on Choose File/ Browse to select the local file for upload.
2. Click on **Add another** to browse more attachments and repeat the step 1. If some file has been accidentally, you can remove if by clicking on **Remove** link.
3. After browsing through the files you can upload them by clicking the **Attach Files** button. After upload, attachments are shown in right panel/fragment under **Attachment Files** heading with details of their views and size.

Note: You can configure the File Upload Settings under Miscellaneous Settings of Manage Settings.



Upload Status

You can add file attachments to an article in this section. The Article Title with which the files are to be attached are displayed below. You can browse the files to be attached with that particular article and then click on the "Add Attachment" button to proceed with the attaching process. Once done, the files will be uploaded to the "attachments" folder on the server and then attached with the selected article.

Article Title: Search Engine Optimization: Tags of Importance for SEO

- File 1 - Successfully Uploaded : seo_interface.psd
- File 2 - Successfully Uploaded : seo_optimization.pptx

[Go Back](#)

Attachment Files :

- seo_optimization.pptx (0 Views, 26.92 KB)
- seo_interface.psd (0 Views, 2.42 MB)

Figure 62: Attach Files Screen after File Upload

Deleting Attachment(s)

- Click on the delete icon next to attachment, in right panel to delete the attachment.

The page at www.articlediary.com says:

Do you want to remove this attachment file?

OK Cancel

Attachment Files :

- seo_optimization.pptx (0 Views, 26.92 KB)
- seo_interface.psd (0 Views, 2.42 MB)

Figure 63: Delete Attachment File

- Confirm the dialog to delete the attachment permanently. Attachment is deleted from server database as well as from assets folder.

Common Operations on Articles

Common operations that can be performed on articles are:

Approve an Article

Pending or disapproved articles should be approved before they get visible to end users. In PHPKB writers don't have privilege to publish the articles. So, whenever writer composes or modify the article it is send to pending state. Editors or super user has to approve pending articles before they get published. To approve the article follow the path:

Manage Articles->Pending/ Disapproved tab->Actions->Approve



Pending Articles

This section is to manage pending articles in your knowledgebase. You can click on an article title to preview it. Various actions related to an article can be made visible by clicking on the (arrow symbol) for that article. You can move your mouse over the links to view the explanation. Articles are displayed in the descending order of their ID by default. You may click on a column title to sort the articles in that order.

Approved	Featured	Pending	Disapproved	Expired	Saved Drafts	Search
ID	Article Title		Category		Created	
833	How to create knowledgebase article		FAQ		Feb 14, 2011	
Actions: Attachments Approve Edit Delete						

Figure 64: Approve an Article

Click on approve link for the article you want to approve. On successful approval of article success message is displayed.

Article Approved: Selected article has been moved to '[Approved Articles](#)' successfully.

Figure 65: Success Notification - Article Approved

Disapprove an Article

Editor or super user can disapprove the approved or featured articles. Disapproved articles are not published to KB users.

Manage Articles->Approved/ Featured tab->Actions->Disapprove

Approved	Featured	Pending	Disapproved	Expired	Saved Drafts	Versions
ID	Article Title		Category			
67	Undersea Restaurant With A Spectacular View		Food & Drink			0
Actions: Attachments Disapprove Make Featured Subscribers Reset Rating Edit Delete						
66	How to Overcome Your Fear of Public Speaking	Multiple Categories	0	4.33 / 3 votes	369	Nov 25, 2009 0
65	8 Ways to Overcome Your Fear of Outsourcing	Multiple Categories	0	Unrated	426	Nov 25, 2009 0

Figure 66: Disapprove an Article

To disapprove an article, confirm the dialog.

Article Disapproved: Selected article has been moved to '[Disapproved Articles](#)' successfully.

Figure 67: Success Notification - Article Disapproved

Disapproved articles will not be displayed in the list of published articles until you again approve them.

Making an Article Featured

With this operation you can feature your favorite articles on the knowledgebase homepage. Featured articles are vital articles in your knowledgebase and get priority (displayed before non-featured articles) in the list of published articles and article search results. Besides, PHPKB knowledgebase software uses different icon to present featured articles as to ease the users in identifying important articles in your knowledgebase.

The screenshot shows a list of articles under the heading 'Career Advice Articles'. The first article, 'Life Insurance', is marked with a star icon and the text 'Featured Article' above it. The second article, 'Proverbs on Experience - Famous Quotes on Experience', does not have a star icon and is labeled 'Non-featured Article' to its right. Red arrows point from the text labels to their respective article entries.

Figure 68: Featured Articles in Front End

1. To make an article featured click the **Make Featured** link from Actions of approved article.

The screenshot shows a list of articles with columns for ID, Article Title, Category, Comments, Ratings, and Hits. An overlay dialog box is shown, containing a message from 'www.articlediary.com' and a question: 'Selected Article will be set as Featured Article. Are you sure?'. It has 'OK' and 'Cancel' buttons. Below the dialog, there is an 'Actions' section with links: Attachments, Disapprove, Make Featured, and Subscribers.

Figure 69: Make an Article Featured

2. Click the ok button on make featured article confirmation box.

Article Featured: Selected article has been moved to 'Featured Articles' successfully.

Figure 70: Success Notification - Featured Article

3. Article is successfully moved to feature articles.

Search Articles

You can filter the articles on search articles page. PHPKB Knowledge Base Software allows you to make variety of search selections- article status, number of views, article last updated, rating etc.

You can search your knowledge base's article list in admin section from search tab of manage articles.

Navigation Bar > Articles > Manage Articles > Search

Home > Manage Articles

Search Articles



This section is to **search articles** in your knowledgebase with your choice of search options.
The powerful search process will return search results that match your specified search criteria.

The screenshot shows the 'Search Filter' section of the 'Search Articles' page. It includes several buttons for filtering by status: 'Approved', 'Featured', 'Pending', 'Disapproved', 'Expired', 'Saved Drafts', and a dropdown for 'Any Status'. Below these are fields for 'Article ID' (with an 'Edit' button), 'Search for' (with an 'in' dropdown set to 'All'), 'Status' (dropdown set to '- Any Status -'), 'Article Hits' (with a dropdown menu showing 'Less than', 'Greater than', 'Equal to', 'Less than or Equal to', and 'Greater than or Equal to'), 'Rated' (with a dropdown menu showing the same five options), and 'Article Last Updated' (with dropdowns for 'Before', 'On', and 'After' and a date picker showing 2009, 2010, 2011). At the bottom are 'Show' and 'Reset' buttons.

Figure 71: Search Articles

Search Articles Interface Explanation

Article ID	If you know the article ID (Serial number of article in database) you can directly enter it in Article ID text box. Click Edit button next to Article ID text box to make changes the changes in the article. You will be moved to Edit Article Page by clicking on edit button.
Search For	Enter the keywords or term for which to search. You can filter (narrow) the search more by specifying where these keywords are to be searched. By default all is selected in IN dropdown but you can select Article Title/ Article Content/Article Keywords/Article Summary or Custom Fields.
Status	Search results can be sieved by defining, status of article. Any status will ignore the article status and search in all types of articles.
Article Hits	Use this to search for articles viewed by KB users (end users) by certain number of times. Enter the numeric figure in the field on the right and choose an option from the field on left: ➤ Select Less than to search for articles viewed fewer times than the number you specify.

	<ul style="list-style-type: none"> ➤ Select Greater than to search for articles viewed more than the number you specify. ➤ Select Equal to for searching articles that have been viewed exactly the number of times as specified by you. ➤ Select Less than or equal to to search for articles viewed as many times as you specify, or fewer. ➤ Select Greater than or equal to to search for articles viewed as many times as you specify, or more.
Rated	<p>Search articles by ratings given by KB users to articles. Select a rating figure from the list on the right and select the option from the list on the left:</p> <ul style="list-style-type: none"> ➤ Select Less than to search for articles with a lower rating than the number you specify. ➤ Select Greater than to search for articles with a higher rating than the number you specify. ➤ Select Equal to for searching articles that have exactly the same rating as you specify. ➤ Select Less than or equal to to search for articles with the rating you specify or lower. ➤ Select Greater than or equal to to search for articles with the rating you specify or more.
Article Last Updated	<p>Use this to search for articles that were modified before, after or on the date you specify. Specify the date by choosing the Month, Date and Year from the respective dropdowns and choose the option from the dropdown at the left most place:</p> <ul style="list-style-type: none"> ➤ Select Before to search the articles that were modified before the date you specify. ➤ Select On to search the articles modified on the same date as you specify. ➤ Select After to search the articles that are modified after the date you specify.
Show	Click on this to perform the search.
Reset	Click this to reset all the field values to default values.

Table 11: Search Articles Interface Explanation

When you click on the Show button search screen is displayed with search filter and article results. List of articles with their details and actions are shown. You can see the status of article from **location** column. Moreover, you can refine the search again with the search filter.

Search Articles



This section is to search articles in your knowledgebase with your choice of search options. The powerful search process will return search results that match your specified search criteria.

Approved Featured Pending Disapproved Expired Saved Drafts Search

Search Filter

Article ID	<input type="text"/>	Edit
Search for	<input type="text"/> Knowledgebase	in Article Content
Status	Any Status	
Article Hits	Greater than	20
Rated		
Article Last Updated		
<input type="button"/> Show <input type="button"/> Reset		

ID	Article Title	Category	Visible	Location	Comments	Ratings	Hits	Updated	Versions
11	Education	Education		Approved	0	Unrated	23	Feb 18, 2011	1

Present Location: Approved Article
Actions: Attachments | Disapprove | Make Featured | Subscribers | Edit | Delete

Figure 72: Results - Search Articles

Custom Fields

Custom fields are helpful to add additional classification or specific searchable information to your articles. Custom fields in particular, which let users create variables and add custom values to them. Information that is common for certain set of articles can be added in form of custom fields so that article author should enter text or select choices while editing an article. For example, you might want to display the additional details of writers like phone no, job title, experience etc. with article besides the writer information displayed by PHPKB Software.

Once you have created custom fields, each subsequent article create or edit offers the opportunity to include the custom fields. Either enter the information (type text or select values from a list), or leave the custom field blank to not include the custom field in your article if it is created as not required.

Creating Custom Field(s)

A) Open the new custom field screen

Click Articles in the navigation bar, and then click Custom fields. To create the custom field for your articles Click create custom field tab.

Navigation Bar > Articles > Custom Fields > Create custom field tab

Create



This section is to create new custom fields in your knowledgebase. Increase depth of knowledge organization and filtration with searchable custom fields.

Create Custom Field	
Important Note: Fields marked with are required to be filled up.	
Language	English
Field Name	<input type="text"/>
Field Required	<input type="checkbox"/>
Field Type	<input type="button" value="Text"/> <input style="outline: none; border: none; background-color: #f0f0f0; padding: 2px 5px; margin-left: 10px;" type="button" value="Text"/> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> Text Text Dropdown Checkbox </div>
<input type="button" value="Create"/> <input type="button" value="Cancel"/>	

Figure 73: Create Custom Field

B) Fill in the new custom field details

Create Custom Fields Interface Explanation

Language	Custom field will be created for the articles of language shown here. You can change the language from the Language drop down on header.
Field Name	Enter the name for this field, as it should be displayed to public.
Field Required	Tick this checkbox if you want to make this field as mandatory.
Field Type	<p>Text: A text field features a simple, single-line text field into which text can be typed.</p> <p>Checkbox: A checkbox list is made up of a series of options, each with a checkbox. To select an option, the user “checks” (ticks) the box.</p> <p>Dropdown: A drop down is a form field intended for listing many options in one condensed area of page space. Clicking on the menu will expand a scrollable list of all field selections. The user is able to select just one selection.</p> <p>Note: For checkbox and dropdown type you can provide multiple options separated by comma.</p>

Table 12: Create Custom Fields Interface Explanation

C) Save the custom field

Click the create button to save the details of custom field in database.

Custom Fields' Management

Super users can manage the custom fields in admin section from sub-option **Custom Fields** in **Articles Tab** of **Navigation Bar** or from shortcut links.

Navigation Bar > Articles > Custom Fields

Custom Field screen has two tabs – Manage Custom Fields to edit or delete your knowledgebase custom fields and Create Custom Field to add new custom field for your articles.

ID	Custom Field Name	Type	Required	Actions
37	Phone No	Text Field	✓	
36	Writing Experience	Text Field	✗	
35	Job Title	Text Field	✓	

Figure 74: Manage Custom Fields

Manage Custom Fields Interface Explanation

ID	ID depicts the index value of custom field in knowledgebase database.
Custom Field Name	Name of the custom field as assigned by you. The name is displayed along with custom field value on article page.
Type	This displays type of custom field. PHPKB knowledgebase software gives you the facility to create text-field, checkbox and dropdown menu.
Required	Tick in column value represents that this field is mandatory and article creator has to fill value for this field while article editing. Cross icon represents optional fields.
Actions	Edit Custom Field Click on this to update the custom field particulars. See Modifying Custom Field(s) on page 64. Delete Custom Field Click this to delete the custom field then it will no longer be displayed with published articles and to admin users while creation or editing of documents/articles. Refer Deleting Custom Field(s) on page 64.

Table 13: Manage Custom Fields Interface Explanation

Modifying Custom Field(s)

You would be able to edit the custom fields of your knowledgebase by going through the steps given below.

1. Click the **Edit Custom Field** icon from **Actions** column of **Manage Custom Fields** for the custom field you want to edit.

Navigation Bar > Articles > Custom Fields > Manage Custom Fields > Actions > Edit Custom Field icon

Edit Custom field page is be displayed as presented below in screenshot.

Home > Articles > Custom Fields > Edit

Edit



This section is to create new custom fields in your knowledgebase. Increase depth of knowledge organization and filtration with searchable custom fields.

Important Note: Fields marked with are required to be filled up.	
Language	English
Field Name	<input type="text" value="Interests"/>
Field Required	<input checked="" type="checkbox"/>
Field Type	<input type="button" value="Checkbox"/>
Options	<input type="text" value="Books,Sports,Movies,Some-other"/>
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

Figure 75: Edit Custom Field

2. Make the necessary changes.
3. Click on **Update** button to make the changes permanent.

Deleting Custom Field(s)

You can remove the existing custom field if you think it is of no use in your knowledgebase by following the steps mentioned below:

1. Click the **Delete Custom Field** icon from **Actions** column of **Manage Custom Fields**.

Navigation Bar > Articles > Custom Fields > Manage Custom Fields > Actions > Delete Custom Field icon



Figure 76: Delete Custom Field

- Click OK on confirmation box if you want to permanently delete the custom field. Delete message is shown on successful deletion of custom field.

Deleted: Selected Custom Field has been removed successfully.

Figure 77: Success Notification – Custom Field Deleted

End User view of Custom Fields

Front end users can see the custom fields below article content if **Enable Custom Fields Display** setting under article features is enabled.

Navigation Bar >Tools > Manage Settings > Article's Settings > Article Features > Enable Custom Fields Display

Article Features	
Enable Custom Fields Display	<input checked="" type="checkbox"/>
Enable Article Rating	<input checked="" type="checkbox"/>

Figure 78: Enable Custom Fields Display Setting

Furthermore, PHPKB Knowledgebase Software facilitates the knowledge organization and filtration with searchable custom fields. Custom fields are used in Advanced Search if **Search Custom Fields** setting is enabled in Manage Settings.

Navigation Bar > Tools > Manage Settings > Miscellaneous Settings > Search Settings > Search Custom Fields

You can see in following figure custom fields field set contain field name on left side and value on right side.

National University of Singapore (NUS) - Information

Article Number: 790 | Rating: 5/5 from 2 votes | Last Updated: Wed, Feb 16, 2011 at 12:29 PM

Location: National University of Singapore, 21 Lower Kent Ridge Road, Singapore 119077

Courses offered

NUS has 14 faculties and schools, including a music conservatory. The university offers a variety of undergraduate and graduate (higher degree) courses. The Office of the Deputy President (Research and Technology) helps to facilitate and develop research at NUS, and establish world-leading research programmes.

Admission Procedure/Cycle (month/date)

Undergraduate admission is coordinated through the Office of Admissions. The admission exercise for local students usually takes place between February and March each year. For international applicants, the exercise commences in October of the previous year.

The majority of graduate programmes in NUS admit students twice a year, in August and January. The corresponding application deadlines are the preceding 15 November and 15 May respectively. However, some programme follow different timelines, and prospective students are advised to check with the graduate studies website of the Faculty offering the programme.

There are various methods of application for the graduate research programme but online applications are STRONGLY preferred. The other methods include downloading an application form and requesting for an application form to be posted to you.

Custom Fields

- Job Title: Technical Writer
- Phone No: 9501045678
- Writing Experience: 5

Figure 79: Custom Fields from KB Users' Perspective

Article Collaboration

Article collaboration allows the admin users to share their views, opinions & comments with other admin users in the form of notes for an article in order to improve it and achieve their goals. The intent of this collaboration is to polish the articles, to bring them up to the highest standards.

How to collaborate on an article

To give your views/suggestions/opinion click the collaborate icon  under Manage Articles. Move your mouse over the blue colored collaboration icon, to view the number of notes on this article. Gray color collaboration icon depicts, article has no notes.

 Approved	 Featured	 Pending	 Disapproved	 Expired	 Saved Drafts	 Search
ID	Article Title	Category				
36	 Acer Aspire 5740G Review - 15.6" Intel Core i5 Laptop					General Knowledge
35	 Article Collaboration - 2 Note(s)  Population Density					General Knowledge
32	 Knowledge Management					Arts and Entertainment
30	 India Business Quiz - 45 Business Quiz Questions with Answers					General Knowledge

Figure 80: Article Collaboration

Navigation Bar > Articles Tab > Manage Articles > Collaboration Icon



Article Collaboration

This section allows admin users (Superuser, Editor, Writer) to collaborate on an article. The act of collaborating helps admin users to share their views, opinions & comments with other admin users in the form of notes for an article in order to improve it and achieve their goals.

Article Title

Top 10 Countries With High Population Density

None of the people have collaborated on this article yet. [Add Your Note](#)

Username
admin

Note

Save

Figure 81: Add Article Note

Enter the note contents in the text area and click on submit button to share it with other admin users. Your article notes can be viewed by any other admin users.

Viewing Article Note(s)

2 people have collaborated on this article. [Add Your Note](#)

Admin User Name

Note Content

Note Posted On

Edit Note

Delete Note

Figure 82: Viewing Article Notes

Viewing Article Notes Interface Explanation

Admin User Name	Name of the admin user who have added this comment/note. Click on name to preview the user details.
Note Posted On	Date and time details when note was added by the admin user.

Level	Level represents the role of admin user in knowledgebase.
Note Content	Message/Comment/Opinion added by admin user.
Edit Note	Click here to Edit the note content. See Modifying Article Note(s) on page 68.
Delete Note	Click here to delete the note. See Deleting Article Note(s) on page 68.

Table 14: Viewing Article Notes Interface Explanation

Modifying Article Note(s)

1. To edit the article note, click on the edit note icon for the note you want to edit.

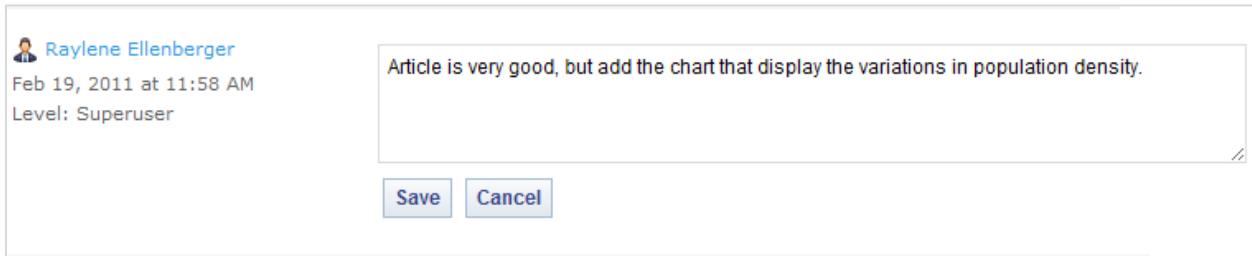


Figure 83: Edit Article Note

2. Make the changes in the text area containing your existing contents.
3. Click Save button to make the save the changes made.

Note: Privilege to edit article note is with super user only.

Deleting Article Note(s)

1. To delete the article note, click on the delete note icon for the note you want to delete.

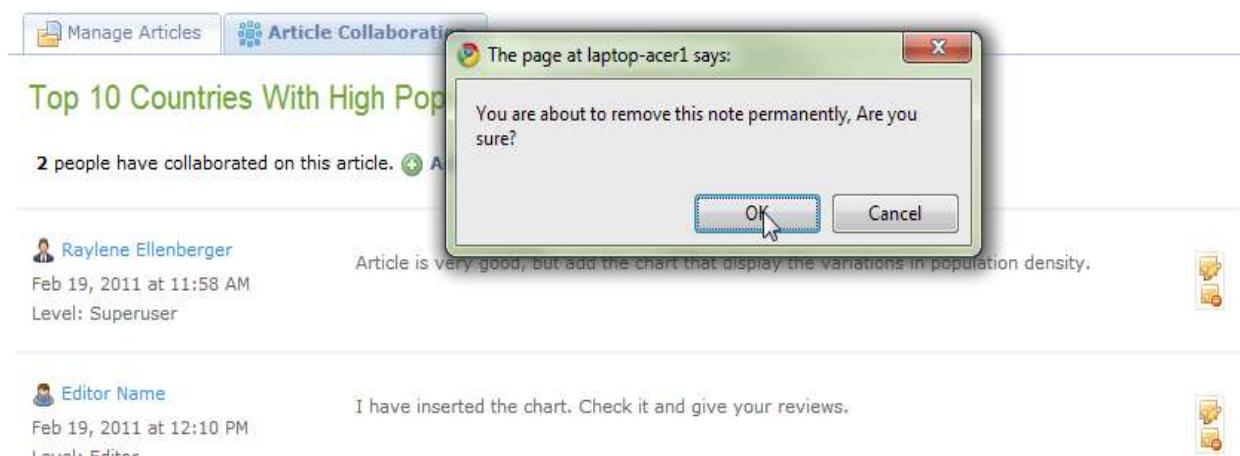


Figure 84: Delete Article Note

2. Click the **OK** button to delete the note, **Cancel** to keep it in knowledge base.

Note: Privilege to delete article note is to super user only.

Article Subscribers

Subscribers are persons who get emails when knowledgebase articles are published or updated. PHPKB provides two types of subscribers.

1. KB (knowledgebase) Subscribers

Individuals who have subscribed to entire knowledgebase receive email notifications when a new article is published or existing article is updated in knowledgebase.

2. Article Subscribers

Persons who have signed up to receive email notifications when knowledgebase articles are updated for which they have subscribed.

How to subscribe

1. To become a KB subscriber go to **Subscribe to knowledgebase** in footer section of Front end knowledgebase pages. This bar will be displayed if **Enable Subscribe to KB** setting is enabled in Manage Setting's feature tab. Enter your email id and click on subscribe button.

Subscribe to knowledgebase
Get notified when new articles are added to the knowledgebase.
Email address
Powered by PHPKB Knowledge Base Software

Figure 85: Subscribe to Knowledgebase

Or

To become an article subscriber click on the **Subscribe to Article** link in the right panel on article page; option highlighted in following figure. This option will be available only if **Enable Subscribe to Article** is checked in Article's setting tab of Manage settings.



Figure 86: Subscribe to an Article

2. Fill in your details in Subscribe Me form.

The screenshot shows a subscription form with the following fields:

- Your Name: Jack
- Email Address: jacky@gmail.com
- Verify Code: 573e4de
- Buttons: Subscribe Me (disabled), Cancel

Figure 87: Subscription Form

3. Click on **Subscribe Me** button to become knowledgebase subscriber.
4. Go to your mailbox and click the activation link received in Activate Email Subscription mail from PHPKB knowledgebase software.

Note: Subscribers can unsubscribe from the unsubscribe link available in article notification emails sent.

Subscribers' Management

Super users can view, edit or delete the subscribers from option **Subscribers** available under **Articles Tab of Navigation Bar**.

Navigation Bar > Articles Tab > Subscribers

Articles	Categories	Comments	Tickets	News	Glossary	Manage Users	User Groups
Create Article Create a new article in the knowledgebase.	Manage Articles Manage existing articles in the knowledgebase.	Saved Drafts Manage saved drafts in the knowledgebase.	Trash Box Deleted articles present in the trash box.	Subscribers List of subscribers to receive notifications.			

Figure 88: Viewing Subscribers from Navigation Bar

Manage Subscriber's page encompass tabs for article subscribers and KB subscribers. Click the KB subscriber tab to view and manage knowledgebase subscribers, by default Article Subscribers are displayed. You can edit, delete or change subscriber status to active or inactive from this section.

Manage Subscribers



View or manage articles subscribers in this section. People who have subscribed to one or more articles in the knowledgebase are listed below. Recently added subscribers are listed on top. All the subscribers who have activated their subscription status via email verification process are notified whenever the article they have subscribed to is updated or changed. Tip: You can switch on/off the "Enable Subscribe to Article" option from the Manage Settings page.

Article Subscribers		KB Subscribers					
ID	Subscriber Name	Email	Article Title	Status	Subscription Date	Actions	
665	seddam	Email	Latest Inventions & Discoveries in Science		Feb 15, 2011 at 3:02 PM		
653	karan	Email	India Business Quiz - 45 Business Quiz Questions with Answers		Feb 10, 2011 at 3:17 PM		
652	sakthi	Email	India Business Quiz - 45 Business Quiz Questions with Answers		Feb 10, 2011 at 11:52 AM		
646	Ali Azam Fatmi	Email	Current Affairs Quiz - Collection of Current Affairs Quiz Questions		Feb 5, 2011 at 4:53 PM		
631	areesh	Email	Trade Names - Quiz Questions and Answers		Feb 1, 2011 at 7:16 PM		
630	priyansha	Email	India Business Quiz - 45 Business Quiz Questions with Answers		Jan 31, 2011 at 10:08 AM		
625	Geo	Email	India Business Quiz - 45 Business Quiz Questions with Answers		Jan 28, 2011 at 11:49 AM		
612	Nikhil	Email	Top 10 SUV Cars in India		Jan 20, 2011 at 8:14 PM		
609	Aparna Ramesh	Email	India Business Quiz - 45 Business Quiz Questions with Answers		Jan 20, 2011 at 5:09 PM		
605	Boss	Email	Article No. 1		Jan 19, 2011 at 3:23 PM		

[Delete Selected](#)

Figure 89: Manage Subscribers

Manage Subscribers Interface Explanation

ID	ID is the serial number of subscriber in your Knowledge base's database table.
<input type="checkbox"/> <input checked="" type="checkbox"/>	Select the checkboxes individually or Check All checkbox in the title bar to delete the inactive users in bulk. Note: Checkboxes are enabled for users who are inactive.
Subscriber Name	Name of the subscriber used to address subscriber in notifications.
Email	Displays the email address of the subscriber, to which article publication or update notifications are sent. Click the address to send an email to the subscriber.
Article Title/Subscribed for	Article Title column is displayed in article subscribers tab expressing the article on which user has subscribed. Click on article title to preview the article. Subscribed For column is displayed under KB subscribers tab in place of Article Title to tell subscription is valid for entire knowledgebase.
Status	Inactive members (subscribers who have not confirmed that they want to receive updates in the confirmation mail sent to them) are represented with cross icon and active subscribers with tick icon . You can change the status by clicking on the status of subscriber.
Subscription Date	Month, date, year and time on which subscriber signed up for receiving updates.
Actions	Edit Subscriber Click on this to change the subscriber's details. See Modifying Subscriber(s) on page 72.

	Delete Subscriber Click this to delete the subscriber from the knowledgebase. Deleting subscriber is equivalent to unsubscribing. Refer Deleting Subscriber(s) on page 72.
--	--

Table 15: Manage Subscribers Interface Explanation

Modifying Subscriber(s)

Click the **Edit Subscriber** icon from **Actions** column of **Subscribers** for the subscriber whom details you want to edit. Edit Subscriber page will be displayed as presented in figure below.

Manage Subscribers		Editing Subscriber	
Name	Madhanagopal ✓		
Email Address	mailmemadhan1126@gmail.com ✓		
Subscription Status	Active ▾		
<input type="button" value="Update"/> <input type="button" value="Cancel"/>			

Figure 90: Edit Subscriber

You can change the name, email address and subscription status here. After editing details click on Update button to save the changes permanently.

Deleting Subscriber(s)

Removing single subscriber:

1. Click the **Delete Subscriber** icon from **Actions** column of **Subscribers** for the subscriber whom you want to remove from subscribers list.

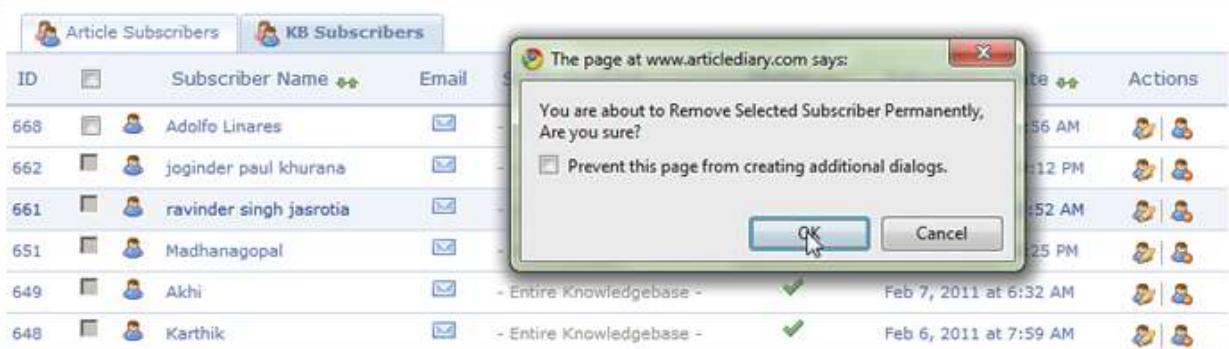


Figure 91: Delete Subscriber

2. Confirm the dialog to delete the subscriber forever.

Removing subscribers in bulk:

You can remove the multiple inactive subscribers simultaneously.

1. Check the checkboxes for subscribers whom you want to delete.

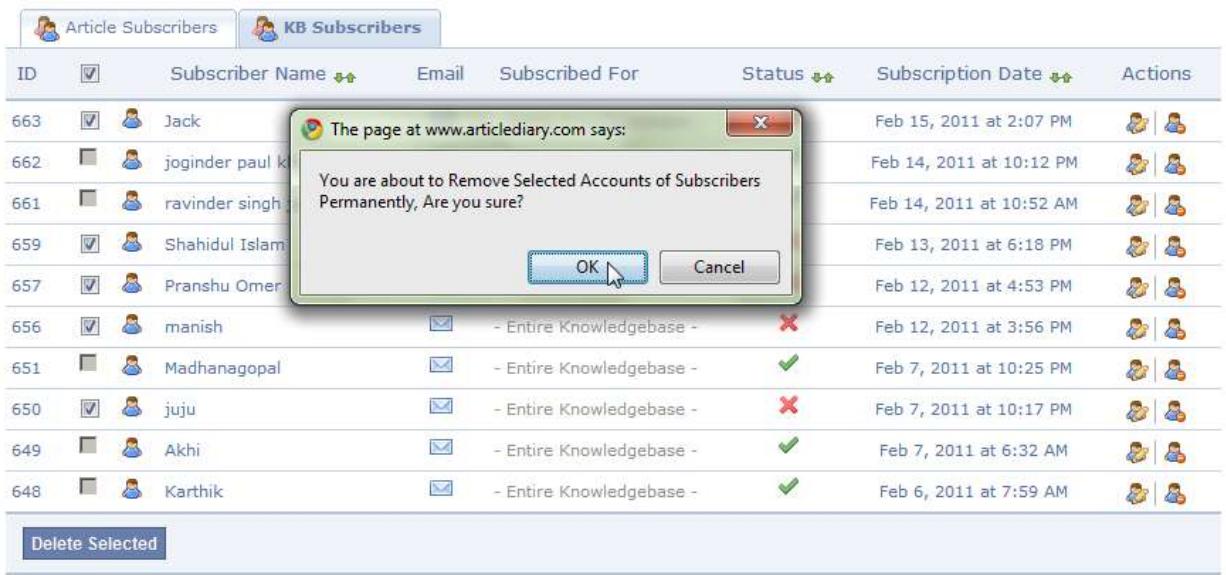


Figure 92: Removing Subscribers in Bulk

2. Then, click the **Delete Selected** button at bottom.
3. Confirm the multiple delete dialog box to remove them.

Importing an article from CSV file

PHPKB Knowledge Base Software expedites in importing articles in bulk from CSV file. You might want to do this, say, if you are changing over to PHPKB from another system. CSV stands for Comma Separated Values, sometimes also called Comma Delimited. A CSV file is a specially formatted plain text file which stores spreadsheet or basic database style information in a very simple format, with one record on each line, and each field within that record separated by a comma.

The steps of importing CSV file are:

1. Upload the CSV file

Open the CSV Import screen from the **Import from CSV** option under Tools tab of Navigation bar.

Navigation Bar > Tools Tab > Import from CSV

The Importing through CSV file feature is two staged process. You can move to second stage after successful completion of first stage. At first stage specify the import options and import source, and second allows you to map your CSV file fields with database fields.

Importing Source

PHPKB Knowledge Base Software allows you to specify the source in two ways:

CSV Import



You can import the data from the file or you can copy and paste the content.

Import Options

Language English

Article Type Public Private

Import Into

- Real Estate
- Sports
 - Cricket
 - Football
 - Barclay Premier League
 - European Championship

Import As

Delimiter

First Line Contains Fields

Import Source

Import from a file [Recommended for large scale import]

No file chosen

Import using copy/paste [Recommended for small scale import]

Figure 93: Import Articles' Screen

A) Import from a file

For large scale imports you can use CSV file stored on your computer. You can use the exported CSV files from a variety of applications, or you can create one manually as a plain text.

The CSV file that you use should contain the following information:

- Each record should have two mandatory fields- Title and Content

Title: Title/Question for the article. **Note:** Title must be unique and should not be empty.

Content: Body/Answer of the article. If your content contain commas it is recommended, use | (pipe symbol) or \t (tab) as delimiter.

Keywords: It is an optional field. Keywords are specified in the article's HTML header with Meta tag.

Description: This is also optional field. Description is summary of your article specified in HTML header, used by search engines as the result of a search query.

- Fields do not have to be in the same order as specified above, but each line in the import file must contain the same fields in the same order.
- If your CSV file contains field headers, they should occupy the first line of the file.

- Only text/plain or text/CSV or text/comma-separated-values or application/csv or application/excel or application/vnd.ms-excel or application/vnd.msexcel files may be uploaded.
- If your text/plain or text/csv file field contains double quotes then you must preface these interior quotes with a back slash (\) in order to differentiate them from quotes defining the start and end of field contents.

B) Import using copy and paste

If you choose the option import using copy and paste, you can write the comma separated contents directly into the text box area below the option (appears when you select the option).

Import Options

- **Language:** Imported articles will belong to this language. You can change language from language drop down on header.
- **Article Type:** Choose **Public** option to file the imported articles into Public Category or choose private to import them into private category. Refer Category Types on page 31.
- **Import Into:** Select one or more categories into which articles will be hierarchically placed after import.
- **Import As:** Select the status location for the import articles.
- **Delimiter:** PHPKB Knowledge Base Software allows you to separate the fields by options; comma (,), Pipe Symbol (|) or by tab (\t). Choose the option by which contents are separated in your CSV file.
- **First Line Contains Fields:** If CSV file or contents have first line of field headers check this option.

2. Mapping of file fields with database fields

Click the **NEXT** button to synchronize your fields. The screen will display that allow you to select which fields in your CSV file you want to map to the fields in PHPKB Knowledge Base product list. CSV Fields contain the field headers if you have checked the First Line contains Fields checkbox

CSV Import

Choose, which fields you wish to synchronize to their destinations.

CSV Fields	Map Into Field
article_title	<input type="button" value="Do not synchronize this ▾"/>
article_content	<input type="button" value="Do not synchronize this ▾"/>
article_keywords	<input type="button" value="Do not synchronize this ▾"/>
article_metadescription	<input type="button" value="Do not synchronize this ▾"/>
Import Now	

Figure 94: Import Articles - Map Fields Screen

Or first record fields otherwise. Map into Field Contains the PHPKB Knowledge Base field names. In each dropdown, select the field that match with the specified field of your CSV file.

Note:

- a) With **Do not Synchronize this option** field value is ignored and not stored in database.
- b) One to one mapping is allowed.

3. Generate the Report

Click **Import Now** button to import the articles. Article Imported Status screen will be displayed. Screen displays total records imported, successfully imported and failed. If any errors have occurred in importing process, errors with full details are shown. You can check the imported articles from Manage Articles.

The screenshot shows a web-based application interface for managing CSV imports. At the top, there's a breadcrumb navigation: 'Home > CSV Import'. Below it is a main title 'CSV Import' in blue. A green header bar contains the text 'Articles importing from the CSV file.' Underneath is a table titled 'Articles Imported Status' with the following data:

Total Records	3
Imported	2
Failed	1 Hide Errors

A note below the table states: '• ⚠ Duplicate Article: Article [Do black holes exist?](#) already exists under [Home based Business](#) category. Duplicate entries are not allowed.' At the bottom left is a blue button labeled 'Import Another CSV'.

Figure 95: Import Articles - Report

Article Templates

Article templates are reusable pieces of content, including text, tables, images, videos, or any other preformatted snippets you create. You can use the article templates to add a signature, custom formatting block, logo, notice, warning, preformatted text, recurring paragraph, boilerplate text etc. for quick insertion to your articles. Template(s) can be inserted to an article using special button at WYSIWYG toolbar.

With the use of article templates you don't have a need to retype or copy-paste the recurring contents instead contents can be inserted with few clicks where you need it. Suppose you need to add the footer at the bottom of every article and you don't want the bother of recreating it every time then create the template of your footer and you can use it while creating/editing an article. Templates save your time, provide consistency and removes the errors of retyping and copy-pasting.

Creating Article Templates

A) Open the create article template screen

Click Articles in the navigation bar, and then click Manage Templates. To create an article template, click Create Template tab.

Navigation Bar > Articles > Manage Templates > Create Template

Home > Article Templates > Create Article Template

Create Article Template

You can create/manage article templates for your knowledge base in this section. Article templates are reusable pieces of content, including text, tables, images, videos, or any other preformatted snippets you create. You can use the article templates to add a signature, custom formatting block, logo, notice, warning, preformatted text, recurring paragraph, etc. for quick insertion to your articles.

Important Note: Fields marked with * are required to be filled up.

* Language English

* Template Title

* Content

<BODY>

Template Status Active, it should be visible.

Preview Save Cancel

Figure 96: Create Article Template

B) Fill in the article template details

Create Template Interface Explanation	
Language (For ML Editions Only)	This shows the language selected in language drop down, under which templates will be created.
Template Title	Title or heading for template. Multiple templates with same heading are not allowed in PHPKB Knowledge Base Software.
Content	Body of your template. You can add formatted text, tables, images, videos, flash, and HTML code to format your template content.
Template Status	If checked, article template will be visible on templates pop-up box for insertion into article.

Table 16: Create Article Template Interface Explanation

C) Save the article template

To save the article template in knowledgebase, click on Save button. You can click on Preview button to see its appearance.

Home > Article Templates > Create Article Template

Create Article Template

You can create/manage article templates for your knowledge base in this section. Article templates are reusable pieces of content, including text, tables, images, videos, or any other preformatted snippets you create. You can use the article templates to add a signature, custom formatting block, logo, notice, warning, preformatted text, recurring paragraph, etc. for quick insertion to your articles.

The screenshot shows the 'Create Article Template' interface. At the top, there are seven 'preview' buttons arranged horizontally. Below them, form fields include 'Language' (English), 'Template Status' (Active, it should be visible), 'Template Title' (Default Template for English Language), and 'Content' (Article Title). A green box labeled 'Information Title' contains the placeholder 'Information content. Put here some hints and tips'. Below this is a larger text area for article contents. At the bottom, there's a logo for 'phpkb v6 PROFESSIONAL EDITION', the text 'PHPKB Knowledge Base Script', and a URL 'http://www.knowledgebase-script.com'. A footer bar at the bottom has 'Edit', 'Save', and 'Cancel' buttons.

Figure 97: Previewing an Article Template

If you are satisfied with the preview and want to save it into database then click on Save button or you may click on Edit button to go back and make changes in the template design/content. Cancel button will discard the template and takes you to Manage Article Templates screen.

Article Templates Management

Super users and Editors can manage the article templates from sub-option **Manage Templates** of **Articles Tab in Navigation Bar**.

Navigation Bar > Articles > Manage Templates

Manage Templates screen can be used to activate, deactivate, edit and/or delete the article templates for the selected language in language drop down.



Manage Article Templates

You can create/manage article templates for your knowledge base in this section. Article templates are reusable pieces of content, including text, tables, images, videos, or any other preformatted snippets you create. You can use the article templates to add a signature, custom formatting block, logo, notice, warning, preformatted text, recurring paragraph, etc. for quick insertion to your articles.

ID	Template Title	Author	Status	Default	Last Updated	Actions
7	Support Documents Template	Administrator	✓	Set Default	Apr 16, 2012 at 11:59 AM	
6	Installation Document Template	Administrator	✓	Set Default	Apr 16, 2012 at 12:00 PM	
5	Business Questionnaire Template	Administrator	✓	Set Default	Apr 16, 2012 at 11:49 AM	
4	Huge Code Template	Administrator	✓	Set Default	Apr 16, 2012 at 11:49 AM	
1	Default Template for English	Administrator	✓	Default	Apr 16, 2012 at 12:00 PM	

Page 1 of 1 | Items Per Page 15 | | Displaying 1 to 5 out of 5 records

Figure 98: Manage Article Templates

Manage Article Templates Interface Explanation	
ID	ID depicts the index value of Article Template in database.
Template Title	Name of the article template as assigned by you. Click on title to preview the template. Refer Previewing News on page 80 for details.
Author	Author is person who created the template.
Status	Tick in column value ✓ represents that template will be visible on templates pop-up box for insertion into an article. Cross icon ✘ represents inactive templates that are not available for insertion into template. Click on the icon to set its status to active or inactive.
Default	Field shows the template item that is set as default by you. A default template allows you to preload article contents field on create article page with the contents of template that has been set as default. One default template per language is allowed in knowledgebase. Set Default: Click this to set the template as default. Remove Default Status: Click on default as shown in figure below to remove the default status. Default <input type="button" value="Remove Default Status"/>
Last Updated	This displays the date, last time template was modified.
Actions	Edit Template: Click this to modify the template. Refer Modifying News on page 81 for details. Delete Template: Click this to delete the template from the knowledgebase. Refer Deleting News on page 81 for details.

<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<ul style="list-style-type: none"> • Select one or more template items' checkboxes to perform bulk action from the Bulk actions list. • Check/Uncheck the checkbox at the top of the column to select/deselect all the template items.
Bulk Actions	Select one or more template checkboxes, select the required action from Bulk Actions drop down, and then click on Go button to perform the selected action. Templates can be activated/deactivated or deleted in bulk.

Table 17: Manage Article Templates Interface Explanation

Previewing Article Template

You can preview the article template details by clicking on template title from the manage article templates page.

Navigation Bar > Articles > Manage Templates

Preview Templates page shows the template language, title, content, author and date of creation.

Preview Template X

Language:  English

Template Title
Business Questionnaire Template

Posted by: Administrator -  @silicon.com on Apr 16, 2012 at 11:49 AM

Template Content

Name of the organization: _____

Category of the business: _____

Name of the concerned expert: _____

Date: ____ / ____ / ____ [the basic information required to educate about the business questionnaire]

Q1. Is it the right time to introduce this business in the market?

Yes

No

Q2. Has the joint venture association submitted all required documentation to commence this business?

Yes

No

Figure 99: Article Template Preview

Modifying Article Templates

To make changes in your knowledgebase templates follow the steps mentioned below.

1. Click the **Edit Template** icon from **Actions** column of **Manage Article Templates** page for the template you want to edit.

Navigation Bar > Articles > Manage Templates > Actions > Edit Template Icon

Edit Article Template page will be displayed as presented below in screenshot.

Home > Article Templates > Edit Article Template

Edit Article Template

You can create/manage article templates for your knowledge base in this section. Article templates are reusable pieces of content, including text, tables, images, videos, or any other preformatted snippets you create. You can use the article templates to add a signature, custom formatting block, logo, notice, warning, preformatted text, recurring paragraph, etc. for quick insertion to your articles.

The screenshot shows the 'Edit Article Template' interface. At the top, there are tabs for 'Manage Templates', 'Create Template', and 'Editing Template'. A note says 'Important Note: Fields marked with * are required to be filled up.' Below are fields for Language (English), Author (Administrator), Template Title (Default Article Template for English), and Content. The Content area includes a rich text editor toolbar. Below the toolbar, there are two sections: 'Information Title' with placeholder text 'Information content. Put here some hints and tips' and 'Article contents' with placeholder text 'Put Article contents here. You can use the article templates to add a signature, custom formatting block, logo, notice, warning, preformatted text, recurring paragraph, boilerplate text etc. for quick insertion to your articles.' A preview window shows the PHPKB Knowledge Base Script code: <BODY> . At the bottom, there are buttons for 'Show Template', 'Active' (checked), 'Preview', 'Save', and 'Cancel'.

Figure 100: Edit Article Template

4. Make the necessary changes.
5. Click on **Preview** button to view the preview of template and **Save** button to make the changes permanent.

Deleting Article Templates

You can remove the existing article template if you think it is of no use in your knowledgebase by following the steps mentioned below:

1. Click the **Delete Article Template Icon** from **Actions** column of **Manage Article Templates** page.

Navigation Bar > Articles > Manage Templates > Manage Article Templates > Actions > Delete Article template Icon

Manage Article Templates

You can create/manage article templates for your knowledge base in this section. Article templates are reusable pieces of content, including text, tables, images, videos, or any other preformatted snippets you create. You can use the article templates to add a signature, custom formatting block, logo, notice, warning, preformatted text, recurring paragraph, etc. for quick insertion to your articles.

The screenshot shows a list of article templates with columns for ID, Template Title, Author, Actions, and a Set Default column. A confirmation dialog box is overlaid on the page, asking 'You are about to Delete Selected Template Permanently, Are you sure?'. The dialog has 'OK' and 'Cancel' buttons. At the bottom of the page, there are navigation links for Page 1 of 1, Items Per Page (set to 15), and Reset Page, along with a message indicating 1 to 6 records are displayed.

Figure 101: Delete Article Template

- Click OK on confirmation box if you want to permanently delete the article template. Delete notification get displayed on Manage Article Templates page on successful deletion of article template.

Template Deleted: Selected Template has been deleted successfully for English Language.

Figure 102: Success Notification – Article Template Deleted

Using/Inserting Templates in Articles

A template is a piece of content (text and pictures and other media) that admin users can place into articles. Templates speed up the article creation and modification process as no need to write the same text again.

Follow the steps given below to add the template to an article:

- Add or Edit the article. Refer Creating Article(s) on page 39 and Modifying Article(s) on page 47 for details.



Figure 103: Article Templates Icon

- Click on the Article Templates button on WYSIWYG editor's toolbar to open the templates pop-up box as shown in figure below.

Article Templates

You can click on any of the following template title to load the template inside the WYSIWYG editor.

Language:  English

- Default Template for English | Preview
- Huge Code Template | Preview
- Default Article Template for English | Preview
- Installation Document Template | Preview

Template Insert Options

Append at Cursor Location | Clear Contents & Insert

- Business Questionnaire Template | Preview

Figure 104: Article Templates Page

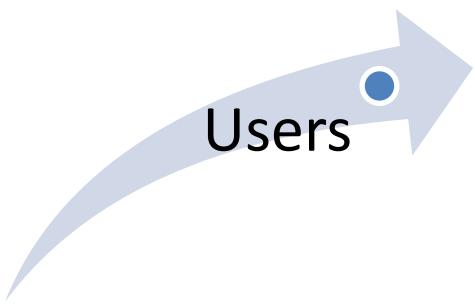
The Article Templates pop-up box displays the titles of active templates for the selected language in language dropdown.

3. Click on **Preview** button next to template title to preview the template. Click on title to view the template insert options.

Append at Cursor Location: This pastes the text of the template where the cursor is currently positioned. It does not affect any of the text above or below it.

Clear Contents & Insert: If you wish to **replace** the contents of the article, click on this option. This deletes any text currently in the article content field and replaces it with the contents in the template.

4. The contents of template are now part of article. You can insert multiple templates into an article by repeating the steps from 1 to 3.



USERS

Users are those persons who can access the knowledgebase. Separate section for users has been created in PHPKB so that you can easily manage and restrict the knowledge for the people working with you on knowledgebase.

Types of Users

Users in PHPKB Knowledge Base can be categorized as Admin Users and KB Users.

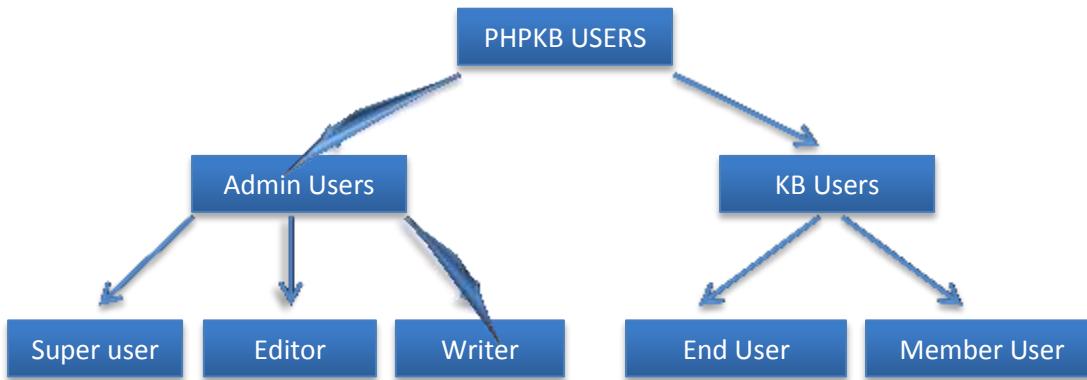


Figure 105: Types of Users

Admin Users

Admin Users are members of admin section. PHPKB Knowledge Base divide Admin Users into three levels according to the privileges assigned to them.

1. **Super user** has full control over the knowledgebase. Every possible operation in PHPKB Knowledge Base Software can be executed by users of this level.



Figure 106: PHPKB Knowledgebase from Super user's Perspective

Note: Super user can't edit or delete any other super user's account.

2. **Editors** are governor of all knowledgebase articles. They can manage articles, categories, comments, tickets, news and Glossary but can't perform administrative work like creating users, user groups, reviewing statistics and manage settings of knowledgebase.



Figure 107: PHPKB Knowledgebase from Editor's Perspective

3. **Writers** are producers of their own articles, literary content, documents. They can write articles but can't publish them. Whenever new article is created or edited by writer it is send to pending state to be approved by Editor or Super user.



Figure 108: PHPKB Knowledgebase from Writer's Perspective

Except for the above users **Translators** account can also be created in PHPKB Multi Language edition. Translators are responsible for conversion of PHPKB front end into your custom language.

The screenshot shows a table titled 'My Languages' with two entries:

S.No.	Language Name	Language Configuration	Updated On	Assigned On
1	English	<input type="button" value="Edit Language"/>	- Never -	Feb 7, 2011 at 12:18 PM
2	Hindi	<input type="button" value="Edit language"/>	- Never -	Feb 7, 2011 at 12:18 PM

At the bottom right of the table, it says 'Powered by PHPKB Knowledge Base Software © 2009-2011 Chaitin Software Technologies'.

Figure 109: PHPKB Knowledgebase from Translator's Perspective

You can refer Table 18 on page 90 for viewing the privileges assigned to different level of users.

KB Users

KB Users are knowledgebase front end users. KB users can further be categorized as:

1. **Member Users** have accounts with knowledgebase and can access the private categories and their articles for groups whom they are member of as well as publically published articles. In addition, they can store the links of their favorite articles. This allows the enterprise to restrict content view ability to certain users.

The screenshot shows the main knowledge management software interface with the following sections:

- Public categories of Knowledgebase:** A yellow box containing a list of public categories such as Arts and Entertainment (69), Book Reviews (32), Centrifuge (1), Education (89), Food & Drink (8), Home and Family (10), Marketing & Sales (6), Real Estate (1), Terms & Policies (1).
- Private categories of this user:** A yellow box containing a list of private categories such as Automobiles (50), Business (224), Communication (8), Electronic Equipments (14), General Knowledge (102), Kids and Teen (4), Medical Coding (3), Relationships (7), Places (4), Best Practices (19), Career Advice (16), Computer and Technology (149), FAQ (0), Health and Fitness (43), Login Issues (0), Product Name (12), Sports (8), Tutorials (2).
- Group Categories:** A yellow box containing Cloud Private (0) (This is a Cloud Private Category), Compliance (1), health (0) (help).

Figure 110: PHPKB Knowledgebase from KB Member User's Perspective

Member users can add articles to favorites from Add to Favorite link available on right side of Article Page under article options. To view the favorite articles, members can click on the My

Favorites link available at header section. From here, member users can even remove the articles from their favorite articles' list just by clicking on the Remove from Favorites icon.

My Favorite Articles

1. Motorola Xoom Tablet with Android 3.0 Honeycomb OS
Added to favorites on Sat, Mar 5th, 2011 12:45 PM
Motorola's press conference today was likely one of the biggest moments of the entire week. The Motorola Xoom, one of the first tablets to run on Google's Android 3.0 Honeycomb operating system, the first Android version inte... [Read More](#)
2. URL Links for OPERA
Added to favorites on Sat, Mar 5th, 2011 12:44 PM
<http://laptop-acer1/phpkbv6-sell-ml/admin/login.php><http://laptop-acer1/phpkbv6-sell-ml/admin/login.php><http://laptop-acer1/phpkbv6-sell-ml/admin/login.php><http://laptop-acer1/phpkbv6-sell-ml/admin/login.php>... [Read More](#)

Figure 111: Favorite Articles

Note: Member users can login from front end login link.

2. **End Users** can view the all the published articles except private articles.

Privileges Assigned to each User Level

Privileges	Super User	Editor	Writer
User Group Privileges			
Manage User Groups	✓	✗	✗
Create User Group	✓	✗	✗
User Privileges			
Manage Admin Users	✓	✗	✗
Create Admin User	✓	✗	✗
Manage Member Users	✓	✗	✗
Create Member User	✓	✗	✗
Category Privileges			
Manage Categories	✓	✓	✗
Create Categories	✓	✓	✗
Article Privileges			
View Own Articles	✓	✓	✓
View All Articles	✓	✓	✗
Add Article	✓	✓	✓
Edit Own Articles	✓	✓	✓

Edit All Articles	✓	✓	✗
Delete Own Articles	✓	✓	✗
Delete All Articles	✓	✓	✗
Add Attachment To Own Articles	✓	✓	✓
Add Attachment To All Articles	✓	✓	✗
Search Articles	✓	✓	✗
Approve Articles	✓	✓	✗
Disapprove Articles	✓	✓	✗
Make Featured Article	✓	✓	✗
Make Non Featured Article	✓	✓	✗
Reset Rating of Article	✓	✓	✗
Remove Expiry of Article	✓	✓	✗
Edit Own Saved Drafts	✓	✓	✓
Edit All Saved Drafts	✓	✓	✗
Publish Own Saved Draft	✓	✓	✓
Publish All Saved Draft	✓	✓	✗
Discard Saved Draft	✓	✓	✗
Create Custom Fields	✓	✓	✗
Manage Custom Fields	✓	✓	✗
Access Trash Box	✓	✗	✗
Purge Articles	✓	✗	✗
Restore Articles	✓	✗	✗
Manage Subscribers	✓	✗	✗
Participate in collaboration	✓	✓	✓
Edit Collaboration Notes	✓	✗	✗
Delete Collaboration Notes	✓	✗	✗
Comment Privileges			
Approve Comments	✓	✓	✗
Disapprove Comments	✓	✓	✗
Edit Comments	✓	✓	✗

Delete Comments			
News Privileges			
Manage News			
Create News			
Glossary Privileges			
Manage Glossary			
Create Glossary			
Ticket Privileges			
Access Tickets			
Send Reply on Ticket			
Publish Ticket to Knowledgebase			
Close Ticket			
Delete Ticket			
Reopen Ticket			
Setting Privileges			
Manage Settings			
Access Statistics			
Optimize Database			
KB Backup			
Import from CSV			
Generate Sitemap			
Enable AdSense Ads			

Table 18: Privileges assigned to different level of users.

Creating User Account(s)

A) Open the create new user window

To create a new user, click Users option from navigation bar, and then click **Create User** option (Refer Figure 115).

Or you can open it from **dashboard shortcuts** by clicking on **Create New User** option (Refer Figure 116) or by clicking on **Create User** link under **shortcut links** straightaway (Refer Figure 117).

This section allows you to create new user accounts in the knowledgebase. Fill up the form below with details of new user to be created and click 'Save User' button.

Note: 4 Admin users are already created out of 5 allowed. Upgrade License

Important Note: Fields marked with are required to be filled up.

Username	<input type="text"/>	<input type="button" value="Check Availability"/>	
Password	<input type="password"/>		
Confirm Password	<input type="password"/>		
Full Name	<input type="text"/>		
Email Address	<input type="text"/>	<input type="button" value="Check Availability"/>	
User Level	<input type="button" value="Choose Level..."/>		<input type="button" value="Choose Level..."/>
Status	<input type="button" value="Choose Status..."/>		<input type="button" value="Choose Status..."/>
Default Language	<input type="button" value="English"/>		<input type="button" value="Choose Status..."/>
Send Email	<input type="radio"/> Yes <input type="radio"/> No		
<input type="button" value="Save User"/> <input type="button" value="Cancel"/>			

Translator option is visible only in ML edition.

By default Knowledge base is loaded in language chosen.

Figure 112: Create a New User

Group Assignments

Select Groups

Section 1
sql_users
Staff
SW Sub1
sw test user group
tech
test
VP Group
еые

Figure 113: Create User - Group Assignments

Create New User Interface Explanation

Username	The Username is the name the user uses to log in. Username is unique in knowledgebase; you can check availability of desired username by clicking the Check Availability button next to username text field.
	Note: Username must be within 5 to 20 characters.
Password	The password will be asked from the user at the time of log in to check user authentication. Note: Password must be within 5 to 20 characters.
Full Name	Enter the full name of user.
Email Address	Enter the Email address on which all the PHPKB communications with user will be done.
User Level	Select the User Level. Choose between Super user, Editor, Writer or Translator (in ML edition only) for Admin User account and Member option for Front End user creation. Note: If you don't have unlimited admin user license and your limit to create admin users has exceeded the maximum available then admin user options (Super user, Editor, Writer or Translator) will not be available in user level dropdown. You have to upgrade the license in order to create more admin user accounts.
Status	If you don't want this user to be able to log in to PHPKB Knowledgebase select Inactive and vice a versa.
Default Language	This option will get enabled only in ML edition when you choose any of admin user level among Super user, Editor or Writer. When the user will log into admin control panel, it will be loaded with modules of the language selected.
Group Assignments	Group Assignments field displays only when you choose member option from the user Level dropdown. Check the Group Assignment checkbox, if you want to make user member of groups, else user can't access any private categories. You can assign multiple groups to user using Ctrl + Click combination of multiple selections. Refer User Groups on page 102 for detailed description.
Send Email	If Yes option is selected, the user will receive account creation notification email once their account has been set up.

Table 19: Create a New User Interface Explanation

B) Fill New User Details

In the screen below we are creating editor with username Editor and status as active.

Important Note: Fields marked with are required to be filled up.	
Username	Available Username 'Editor' is available in knowledgebase. Editor <input style="border: 1px solid blue; padding: 2px; margin-left: 10px;" type="button" value="Check Availability"/>
Password	*****
Confirm Password	*****
Full Name	Ediror
Email Address	admin-editor@articlediary.com <input style="border: 1px solid blue; padding: 2px; margin-left: 10px;" type="button" value="Check Availability"/>
User Level	Editor
Status	Active
Default Language	English
Send Email	<input checked="" type="radio"/> Yes <input type="radio"/> No Notification Email will be send to user, if yes option is selected.
<input type="button" value="Save User"/> <input type="button" value="Cancel"/>	

Figure 114: Create New User Example Screen

C) Save User

Click on Save User button to save the user into knowledgebase.

Users' Management

In admin section KB and Admin users can be viewed from:

1. Click the Users option from Navigation Bar and then click the **Admin Users** option to view and manage the admin users or the **KB Users** option to view and manage front end member users.



Figure 115: View User Accounts from Navigation Bar

Navigation Bar > Users > Admin Users/KB Users

2. You can also view users from **Shortcut Links** of PHPKB Knowledge Base Software. Click on either Manage Admin Users or Manage KB Users link.



- [Create New Article](#)
- [Manage Articles](#)
- [Create New Category](#)
- [Manage Categories](#)
- [Create News Post](#)
- [Manage News Posts](#)
- [View Pending Comments](#)
- [Manage Comments](#)
- [Create New User](#)
- [Manage User Accounts](#)

Shortcut Links

Create Article
Create Category
Create News
Create User
Custom Fields
Search Articles
Manage Comments
Manage Admin Users
Manage KB Users
Manage Settings
Trash Box

Figure 116: Viewing User Accounts from Dashboard
Shortcuts

Figure 117: Viewing User Accounts from Shortcuts
Links

3. **Dashboard Shortcuts** can also be used to view user accounts. Click on Manage User Accounts option.

After selecting the appropriate option the Manage User page will be displayed as shown below.

Home > Manage Users

Manage Users

This section allows you to manage admin users in your knowledgebase. Admin users include writers, editors and superusers i.e. people who can access the admin control panel. Tip: As a superuser, you can edit or delete the account of writers or editors however you cannot edit or delete the account of another superuser due to security restrictions.

Note: 41 Admin users are already created out of 50 allowed. Upgrade License

ID	Full Name	Email	Username	User Level	Status	User Since	Actions
156	Santosh Kumar	Email	santosh-kumar	Superuser		Jan 18, 2011	
164	test	Email	testtest	Superuser		Feb 7, 2011	
89	test	Email	testing	Superuser		Jul 9, 2010	
161	111	Email	qqqqqqqqqqqqqqqq	Superuser		Jan 26, 2011	
95	susuerte	Email	susuerte	Superuser		Jul 22, 2010	
106	Section 1	Email	Section 1	Writer		Aug 23, 2010	
3	Writer	Email	writer	Writer		Dec 22, 2009	
88	test1	Email	test1	Writer		Jul 7, 2010	
137	diana	Email	dianaross	Writer		Nov 18, 2010	
98	sri	Email	srisri	Writer		Aug 2, 2010	

Page 2 of 5 | Items Per Page 10 | Reset Page

Displaying 11 to 20 out of 41 records

Figure 118: Manage Users

Manage Users Interface Explanation					
ID	User ID is the serial number of user account in database.				
Full Name	Full Name field displays the actual name of user as last name after first name.				
Email	This is the email address for the user to which all PHPKB communications will be sent. Click on email address to send email to user.				
Username	Username is the name with which user logs in to knowledgebase.				
User Level	Level of the user in Knowledgebase. It can be Super user, Editor, Writer, Translator (in ML version) for admin users and Member in case of KB Users.				
Status	Cross Icon  shows the inactive status of user. Inactive users cannot log in to the knowledgebase. Tick icon  shows the active users, who can log in and participate in knowledgebase operations.				
User Since	Shows the date details from which the user is part of Knowledgebase.				
Actions	Action column comprises the operations that can be performed on user account. NA (Not Applicable) text in action column defines that action is not possible for user. <table> <tr> <td>1. Edit User</td><td>Click this to Edit the account details of user. Refer Modifying User(s) on page 97 for details.</td></tr> <tr> <td>2. Delete User</td><td>Click this to delete the user account from the knowledgebase. Refer Deleting User(s) on page 98 for details.</td></tr> </table>	1. Edit User	Click this to Edit the account details of user. Refer Modifying User(s) on page 97 for details.	2. Delete User	Click this to delete the user account from the knowledgebase. Refer Deleting User(s) on page 98 for details.
1. Edit User	Click this to Edit the account details of user. Refer Modifying User(s) on page 97 for details.				
2. Delete User	Click this to delete the user account from the knowledgebase. Refer Deleting User(s) on page 98 for details.				

Table 20: Manage Users Interface Explanation

Previewing User

PHPKB Software provides you the facility to view the user details of KB users and admin users.

Previewing Admin User

You can view the preview of user account by clicking on the Full Name of user on Manage Admin Users screen. Refer Figure 118 for screen details.

Navigation Bar > Users > Admin Users > Full name Column

Preview admin user screen shows the details like Username, Full Name, Email address, Level, Status, Signup Date, Last Login with contributions made by user. Contributions are details of articles or news posted by the admin user (editor, writer or super user) in the knowledgebase.

Preview User X

Username:	admin
Full Name:	Administrator
Email Address:	help@knowledgebase-script.com
Level:	Superuser
Status:	Active
Signup Date:	Mon, Oct 5th, 2009
Last Login:	Mon, Feb 7th, 2011 at 4:15 PM

Contribution X

Articles Posted (661)	News Posted (26)																																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S.No.</th> <th style="width: 60%;">Article Title</th> <th style="width: 10%;">Hits</th> <th style="width: 20%;">Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> Lorem Ipsum Dolor Sit Amet</td> <td>288</td> <td>Approved</td> </tr> <tr> <td>2</td> <td> Fusce eget arcu ac quam mollis pretium</td> <td>156</td> <td>Approved</td> </tr> <tr> <td>3</td> <td> Curabitur cursus blandit nisl eget convallis</td> <td>356</td> <td>Featured</td> </tr> <tr> <td>4</td> <td> How can I setup email in Outlook 2007?</td> <td>546</td> <td>Featured</td> </tr> <tr> <td>5</td> <td> Syncing Email Accounts to iPhone</td> <td>169</td> <td>Featured</td> </tr> <tr> <td>6</td> <td> Finding your current IP Address</td> <td>217</td> <td>Approved</td> </tr> <tr> <td>7</td> <td> Clearing Your Browser's Cache</td> <td>247</td> <td>Featured</td> </tr> </tbody> </table>		S.No.	Article Title	Hits	Status	1	Lorem Ipsum Dolor Sit Amet	288	Approved	2	Fusce eget arcu ac quam mollis pretium	156	Approved	3	Curabitur cursus blandit nisl eget convallis	356	Featured	4	How can I setup email in Outlook 2007?	546	Featured	5	Syncing Email Accounts to iPhone	169	Featured	6	Finding your current IP Address	217	Approved	7	Clearing Your Browser's Cache	247	Featured
S.No.	Article Title	Hits	Status																														
1	Lorem Ipsum Dolor Sit Amet	288	Approved																														
2	Fusce eget arcu ac quam mollis pretium	156	Approved																														
3	Curabitur cursus blandit nisl eget convallis	356	Featured																														
4	How can I setup email in Outlook 2007?	546	Featured																														
5	Syncing Email Accounts to iPhone	169	Featured																														
6	Finding your current IP Address	217	Approved																														
7	Clearing Your Browser's Cache	247	Featured																														

Figure 119: Admin User's Preview

Previewing KB User

Likewise you can view the preview of KB user account by clicking on the Full Name column from Manage KB User.

Navigation Bar > Users > KB Users > Full name Column

Preview user has basic user details with information of groups assigned to user and favorite articles list. You can delete the favorite articles of user by clicking on **Delete option** under Action column. Furthermore, Group Preview can be seen just by clicking on the group name (See Figure 127 for screen details).

Preview User

X

Username:	mmahon
Full Name:	Mike
Email Address:	mike_mahon@qhr.com
Level:	Member
Status:	Active
Signup Date:	Wed, Oct 27th, 2010
Last Login:	Mon, Feb 7th, 2011 at 1:21 PM

Groups Assigned

- Compliance

Favorites (1)

X

ID	Article Title	Action
714	Replacement of Sternal Wire <small>on Nov 13, 2010</small>	Delete

Figure 120: KB User's Preview

Modifying User(s)

You can edit the details of user accounts by following the steps mentioned below:

1. To edit an existing user's information, click Users in the navigation bar, and then either click on KB Users option to edit knowledgebase members or Admin Users option to edit the accounts of Knowledgebase admin users. Click the Edit user operation icon from **Actions** column.

Navigation Bar > Users > Admin Users/KB Users > Actions > Edit User icon

Edit user page for selected user will be displayed as shown in Figure 121. By default Edit Password is not bloated; you can click on it to expand it.

Manage Admin Users | Manage KB Users | Create User | Editing User | Search

Important Note: Fields marked with are required to be filled up.

Username	editor	
Edit Password		
Password		
Confirm Password		
Full Name	Editor	
Email Address	admin-editor@articlediary.com	
User Level	Editor	
Status	Active	
Default Language	English	
<input type="button" value="Update"/> <input type="button" value="Cancel"/>		

Figure 121: Edit User

2. Make the necessary changes. Refer Table 19 for details of form fields.
3. Click on **Update User** button to make the changes permanent.

Deleting User(s)

1. Click the **Delete User** operation from **Actions** column of **Manage User**.

Navigation Bar > Users > Admin Users/KB Users > Actions > Delete User icon

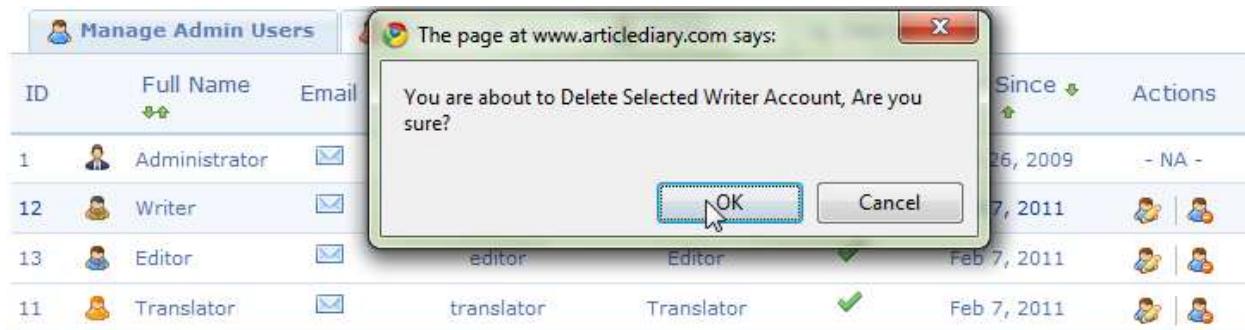


Figure 122: Delete User

2. Confirm if you want to permanently delete the user account.

Notes:

1. Admin users can't be deleted if they have contributions (articles and news) in knowledgebase.
2. When KB User is deleted, its entire favorite links also get deleted.

Search Users

PHPKB has feature to filter the users by specifying parameters in search form. Click the Search Users option under Users tab of navigation bar.

Navigation Bar > Users > Search Users

Home > Search Users

Search Users



This section allows you to search knowledgebase users. You can specify the keyword to be searched and select various options to narrow down your search criteria.

The screenshot shows the 'Search Filter' section of the 'Search Users' page. It includes fields for 'Search Keyword' (with a placeholder 'Enter the Keyword to search'), 'Search Type' (radio buttons for 'Any Word', 'All Words', and 'Exact Match'), 'Status' (dropdown menu with options 'All', 'Any Status', 'Name', 'Email Address', and 'Username'), and 'Level' (dropdown menu with options 'All', 'Superuser', 'Writer', 'Editor', 'Translator', and 'Member'). Red arrows point from the text labels to their corresponding dropdown menus. The 'Powered by PHPKB Knowledge Base Software © 2005-2011 Chadha Software Technologies' footer is visible at the bottom.

Figure 123: Search Users Screen

Search Users Interface Explanation	
Search Keyword	Enter the keyword you want to search.
Search In	Select option from where you want the keyword to be searched of. Name - If name option selected, users whose name match with the keyword specified will be returned. Email Address – This will search the keywords from email addresses of users. Username – This option will search the keywords from the username field. All - This will look for keyword in name, email address and username.
Search Type	Any Word will show user results that contain any of the keywords entered. All Words will show user results that contain all the keywords entered. Exact Match will show user results that exactly match with the keywords entered.
Status	Select Active to search for active knowledgebase users. Select Inactive to search the inactive users. By default Any Status is selected; will look users for both active as well as inactive status.
Level	Choose the user level (Super user, Editor, Writer, Translator, member) to

	search for specific type of users. By default All is selected.
Show	Click show to search the results.
Reset	Click Reset to reset the search form.

Table 21: Search Users Interface Explanation

The results of search will be shown below the search filter as shown in figure below.

The screenshot shows a search interface with the following components:

- Top Navigation:** Buttons for "Manage Admin Users", "Manage KB Users", "Create User", and "Search Users".
- Search Filter Section:**
 - Search Keyword:** Input field containing "editor" with dropdown options for "in" and "All".
 - Search Type:** Radio buttons for "Any Word" (selected), "All Words", and "Exact Match".
 - Status:** Dropdown menu showing "Any Status".
 - Level:** Dropdown menu showing "All".
 - Action Buttons:** "Show" and "Reset" buttons.
- Results Table:**

ID	Full Name	Email	Username	User Level	Status	User Since	Actions
114	editor		editor	Editor		Oct 4, 2010	
- Pagination and Controls:**
 - Page navigation icons: back, forward, first, last.
 - Page number: "Page 1 of 1".
 - Items per page: "10" (selected).
 - Reset Page button.
 - Total records displayed: "Displaying 1 to 1 out of 1 records".

Figure 124: Search Users - Results



USER GROUPS

Users Groups allows you to create the group of KB members (registered users) and outline the parts of knowledgebase they can access. User-groups are associated with protected categories so that KB members of a particular user-group can access the content of those categories. If you would like to restrict some users so that they can access the articles of a few selected protected categories then you can create a user group for them and assign only those protected categories to the user-group.

Unregistered users cannot access the private categories (See Private categories on page [Private Categories](#))

31) and contents associated with them.

You can associate members with groups either while creating or editing user accounts. Refer Creating User Account(s) on page 91.

Note: Only Super users can create and manage the user groups. Refer Table 18 on page 90 for privileges assigned to each level of user.

Creating User Group(s)

You can create user groups to provide KB members access to private categories and their articles.

1. To create a user group either, click the Create User Group option from the dashboard links or Create Group option from User Groups tab of navigation bar.

Navigation Bar > User Groups > Create Group

Home > Create Group

Create Group



This section is to create or manage user-groups in your knowledgebase. User-groups can be associated with protected categories only so that members of a particular user-group can access the content under those categories. If you would like to restrict some users so that they can access the articles of a few selected protected categories then you can create a user-group for them and assign only those protected categories to that user-group.

Manage Groups	Create Group
Important Note: Fields marked with  are required to be filled up.	
 Group Name	<input type="text"/>
 Select Categories to be assigned.	<input type="checkbox"/> English Private <input type="checkbox"/> English Literature
Note: This list shows the private categories only.	PRIVATE CATEGORIES of English Language <input type="checkbox"/> English Private <input type="checkbox"/> English Literature PRIVATE CATEGORIES of Catalan Language <input type="checkbox"/> Catalan Private
<input type="button" value="Create Group"/> <input type="button" value="Cancel"/>	

Figure 125: Create a User Group

Create Group	
Group Name	Enter a name for this user group.
Select Categories	Select the private categories to control which articles, member of this user group can access. In Multi Language edition Private categories of all the languages are displayed. Tick the checkbox at front of category to associate it with group.

Table 22: Create a User Group Interface Explanation

2. Fill in the form details.
3. Click the **Create Group** button to add this user group to knowledgebase.

User Groups' Management

You can manage user groups either from the dashboard shortcuts (Refer for Figure 18 screen view) or From User Groups tab of navigation bar.

Navigation Bar > User Groups > Manage Groups

Home > Manage Groups

Manage Groups



This section is to create or manage user-groups in your knowledgebase. User-groups can be associated with protected categories only so that members of a particular user-group can access the content under those categories. If you would like to restrict some users so that they can access the articles of a few selected protected categories then you can create a user-group for them and assign only those protected categories to that user-group.

ID	Group Name	Members	Created On	Actions
3	<input checked="" type="checkbox"/> Education Coaching	0	Feb 21, 2011	
2	<input checked="" type="checkbox"/> Assignments	0	Dec 27, 2010	

Categories Under Group: Catalan Private, English Literature, English Private

Assignments: **Page 1 of 1** **Preview Group Items Per Page** **15** **Displaying 1 to 2 out of 2 records**

Figure 126: Manage User Groups

Manage Groups Screen Explained	
ID	Auto generated Group ID in the database.
Group Name	This displays the name of the user group.
Members	Number of registered KB users associated with this group. Click on this to see member list and group preview. Refer Previewing Group Details on page 104.
Created On	Date when this user group was created.
Actions	Edit Group: Click this to modify the details of user group. See Modifying Group(s) on page 104 for details. Delete Group: Click this to remove group from the knowledgebase. See Deleting Group(s) on page 105 for details.

Table 23: Manage Groups Interface Explanation

Previewing Group Details

To see the group details click on the name of group from Manage Groups page.

Navigation Bar > User Groups > Manage Groups > Group Name

Preview displays the name of group, creation date and group categories assigned to this group. You can view the category hierarchy by placing the mouse over the category name. Language of protected category is also displayed next to category name.

Group members with their name and email address details are also shown.

The screenshot shows a 'Preview Group' interface. At the top left is a 'Preview Group' button and a close ('X') button. Below this, the 'Group Name' is listed as 'Education Coaching' with a person icon. The 'Created On' date is 'Feb 21, 2018'. A large yellow box contains the 'Group Categories' section, which lists five categories: Chinese (Chinese Language), Catalan Private (Catalan Language), English Literature (English Language), English Private (English Language), and Danish Private (Danish Language). Another yellow box contains the 'Group Members' section, listing four members: Rajesh Shukla (rajesh@in.com), Palwinder Singh (palwinder@in.com), Rakesh Mehta (rakesh@in.com), and Rajinder Kumar (rajinder@in.com).

- Chinese (Chinese Language)
- Catalan Private (Catalan Language)
- English Literature (English Language)
- English Private (English Language)
- Danish Private (Danish Language)

- Rajesh Shukla (rajesh@in.com)
- Palwinder Singh (palwinder@in.com)
- Rakesh Mehta (rakesh@in.com)
- Rajinder Kumar (rajinder@in.com)

Figure 127: Previewing a User Group

Modifying Group(s)

You can edit the group details like remove any private category or add private category to group by following the steps given below.

1. Click the Edit Group action from the Manage User Groups.

Navigation Bar > User Groups > Manage Groups > Actions > Edit Group icon

Edit Group



This section is to create or manage user-groups in your knowledgebase. User-groups can be associated with protected categories only so that members of a particular user-group can access the content under those categories. If you would like to restrict some users so that they can access the articles of a few selected protected categories then you can create a user-group for them and assign only those protected categories to that user-group.

Manage Groups	Create Group	Editing Group Detail
Important Note: Fields marked with are required to be filled up.		
✓ Group Name <input type="text" value="Education Coaching"/> ✓ Select Categories to be assigned. <small>Note: This list shows the private categories only.</small>	PRIVATE CATEGORIES of English Language <input checked="" type="checkbox"/> English Private <input checked="" type="checkbox"/> English Literature PRIVATE CATEGORIES of Catalan Language <input checked="" type="checkbox"/> Catalan Private	
<input type="button" value="Update Group"/> <input type="button" value="Cancel"/>		

Figure 128: Edit a User Group

2. Make the changes in the Edit User Group form. Refer Table 22 for form details.
3. Click the **Update Group** button to make the changes permanent.

Deleting Group(s)

Super users can remove the user groups from the knowledgebase. With this action group will be permanently deleted as well as its assignments to various categories and users will also be deleted.

1. Click the Delete Group action from the Manage User Groups.

Navigation Bar > User Groups > Manage Groups > Actions > Delete Group icon

Manage Groups



This section is to create or manage user-groups in your knowledgebase. User-groups can be associated with protected categories only so that members of a particular user-group can access the content under those categories. If you would like to restrict some users so that they can access the articles of a few selected protected categories then you can create a user-group for them and assign only those protected categories to that user-group.

Manage Groups	Create Group	
ID	Group Name	Actions
3	<input checked="" type="checkbox"/> Education Coaching	
Categories Under Group: Catalan Private, English Private		
Assignments		
<input type="button" value="Page 1 of 1"/> <input type="button" value="Page 2 of 2"/> Items Per Page 15 <input type="button" value="Reset Page"/> Displaying 1 to 2 out of 2 records		

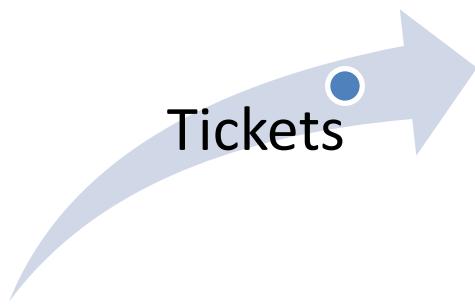
The page at laptop-acer1 says:

Do you want to delete this Group?

Note: This action will permanently remove this User Group as well as its assignments to various categories and users.

Figure 129: Deleting a User Group

2. When you click Delete Group option, you get a confirmation dialog box. Click OK to remove this user group.



TICKETS

Questions submitted by end users from the front-end are referred to as tickets in PHPKB Knowledge Base Software. Number of open tickets is shown on dashboard with blinking icon to catch your attention. You can click on it to view the details of tickets.

-  **Open Tickets** 5 ●
-  **Expired Articles** 1 ●

You can either reply back to them with an answer to their question or publish that question as an article to the knowledgebase so that users need not to ask the same question in future. When you reply back with an answer, an email is sent to the user who asked that question. Once you've replied back, you can mark that ticket as closed.

End Users can submit tickets from Ask a question page on the front end with details of the problem/question.

[KB Home](#) | [Advanced Search](#) | [News](#) | [Login](#) | [Glossary](#) | [Ask Question](#) |  English 

Question(s) are submitted in the language, selected from language dropdown on the front end. PHPKB Knowledge Base Software provides the instant question suggestions facility to users. When user types the content for the question, software checks the words for the question and does a full text search on the database with the existing knowledge base articles. If found some matches the user get some recommendations in form of suggested articles next to ask a question form.

Ask A Question (With Instant Question Suggestions)

Complete the form below to contact us and ask a question. Please include your name and email address to get our reply. Fields marked are required to be filled up.

 Full Name	<input type="text"/>
 Email Address	<input type="text"/>
 Question Subject	<input type="text"/>
 Content	Knowledge Base
 Priority	Low 
 Security Code	<input type="text"/> 4266ebd

Suggested Articles

We have found some articles that match your question. You may want to review them before submitting your question.

1. Difference between PHPKB 2 and PHPKB 6
2. IPVOX
3. Best Free WordPress Themes of 2009-10
4. Talk with Sue Gardner - Executive Director of Wikipedia
5. Pending Testing Article ?
6. 000000
7. How to change your password
8. I got problem during testing demo session
9. How I use My Payments
10. How deal works

Figure 130: Ask a Question Page

The users have to add their name, email address, question subject, and question contents in order to submit the question. They should also choose the priority (importance of question) from the drop down list of priorities. If the spam protection is enabled they have to enter the correct CAPTCHA code, too.

Viewing Tickets

Editors and super users can view and manage tickets either from dashboard shortcuts or from tickets tab of navigation bar. Tickets for the language selected in the language drop down will be displayed. PHPKB Knowledge Base software has tickets with two statuses – open and close.

Opened Tickets

Opened Tickets shows the tickets in work queue, tickets that need attention of admin user. When users submit/ask questions by default they are send to opened tickets. These tickets can be replied or published to knowledgebase.

Navigation Bar > Tickets > Opened Tickets Tab

Home > Manage Tickets:

Submitted Tickets



Questions submitted by the users from the front-end are displayed here in the form of tickets. You can either reply back to them with an answer to their question or publish that question as an article to the knowledgebase so that users need not to ask the same question in future. When you reply back with an answer, an email is sent to the user who asked that question. Once you've replied back, you can mark that ticket as closed.



ID	Ticket Subject	From	Priority	Opened On	Action
14	Multi Language Questions	Rinky Batra	Low	Feb 22, 2011 at 3:44 PM	Reply Back Publish To Knowledgebase Close Ticket Delete Ticket
Actions: Reply Back Publish To Knowledgebase Close Ticket Delete Ticket					
13	organisation related question	saket gupta	Low	Feb 22, 2011 at 3:04 PM	Reply Back Publish To Knowledgebase Close Ticket Delete Ticket
12	Moving Directories	N Abramson	High	Feb 22, 2011 at 3:00 PM	Reply Back Publish To Knowledgebase Close Ticket Delete Ticket

Figure 131: Opened Tickets Screen

Closed Tickets

Submitted questions are referred to as closed tickets when they don't need admin user's attention and are transferred by admin users (superuser and/or editor) as closed. This is done generally when a ticket has been replied.

Navigation Bar > Tickets > Closed Tickets tab

Submitted Tickets



Questions submitted by the users from the front-end are displayed here in the form of tickets. You can either reply back to them with an answer to their question or publish that question as an article to the knowledgebase so that users need not to ask the same question in future. When you reply back with an answer, an email is sent to the user who asked that question. Once you've replied back, you can mark that ticket as closed.



ID	Ticket Subject	From	Priority	Closed On	Action
11	phpkb users	Ladylingua E-library Admin	Low	Feb 22, 2011 at 3:51 PM	Reopen Ticket Delete Ticket
Actions: Reopen Ticket Delete Ticket					
13	organisation related question	saket gupta	Low	Feb 22, 2011 at 3:51 PM	Reopen Ticket Delete Ticket

Figure 132: Closed Tickets Screen

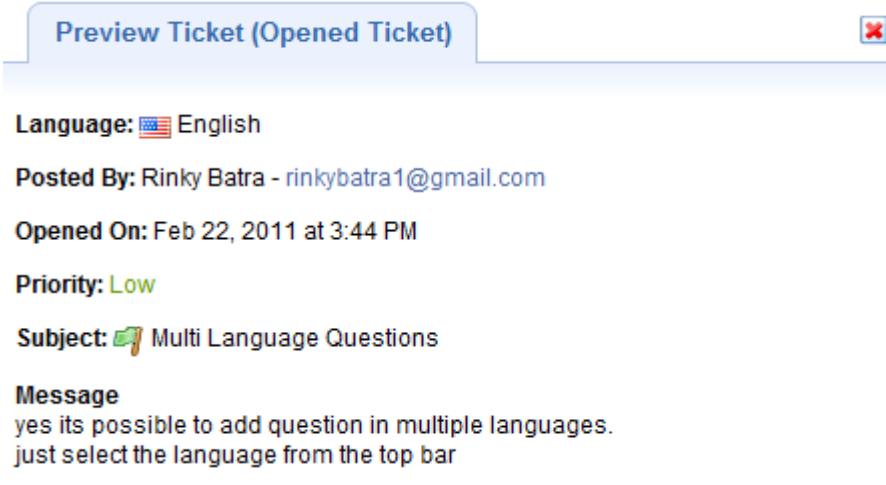
Manage Tickets Interface Explanation	
ID	Auto generated database serial number for user submitted question.
	This column shows the different color flag showing the priority of the ticket. Green flag represents the tickets with low priority. Yellow flag represents tickets of medium priority. Orange flag shows high priority tickets . Red flag is used for tickets with urgent priority.
Ticket Subject	This represents the subject of question submitted by the user. Click on the subject to view its preview in pop up window as shown below. 
From	Name of the user who posted this question. Click on the name to send email to user.
Priority	Priority column represents the importance of ticket defined by KB users. PHPKB Software allows the KB users to choose between different types of priorities from low to urgent stating lower importance tickets to urgent attention seekers.
Opened On/Closed On	Opened On shows the date and time when the question was submitted by user. In case of closed tickets Closed On column is displayed showing the time details when ticket was closed by Admin user.
Actions	<ul style="list-style-type: none"> • Reply Back – Click this to send the reply to the user. Refer Replying Back to Tickets on page 110 for details. • Publish to Knowledgebase– Click this to publish the ticket as article in knowledgebase. Refer Publishing Ticket as Article on page 112 for details. • Reopen Ticket – Click this to put the ticket under work queue again. See Reopen Ticket(s) on page 113 for details. • Close Ticket – Click here to close the ticket. See Close Ticket(s) on page 113 for details. • Delete Ticket- To delete the ticket permanently from the knowledge base click on this option. Refer Delete Ticket(s) on page 114 for details.

Table 24: View Tickets Interface Explanation

Replying Back to Tickets

You can answer to the KB user's Question by sending the reply to ticket.

1. For sending reply, click on the Reply Back option action from Manage Tickets page.

Navigation Bar > Tickets > Opened Tickets > Actions > Reply Back

Important Note: Fields marked with * are required to be filled up.

* Language English

* Title: Moving Directories

* Answer:

We are evaluating your software and would like to know if we can single files or folders to new names and locations?

<BODY>

Close this Ticket after Reply

Publish this Question Answer as Article in Knowledgebase.

Send Reply Cancel

Figure 134: Send Reply to Ticket Screen

You can also publish the ticket as knowledgebase article by checking the **Publish this Question Answer as Article in Knowledgebase** checkbox. It will allow you to add the article category, keywords and summary. In Addition, you can also remove the article permanently after publishing from the same window. The expanded view of Publish this Question Answer in Knowledgebase is shown in the figure given below.

Publish this Question Answer as Article in Knowledgebase.

Select Article Categories

- General Knowledge
- Information and Technology
- Real Estate
- Sports
 - Cricket
 - Football
 - Barclay Premier League
 - European Championship

Article Keywords

(Please separate each keyword with a comma.)

Article Summary

Remove this Ticket after Publishing

[Send Reply & Publish Article](#) [Cancel](#)

Figure 135: Expanded view of publishing a ticket reply (Question-Answer) as an Article in Knowledgebase

Send Reply to Ticket Interface Explanation	
Language	This shows the language in which question was submitted. Note: Questions can be replied back in the same languages in which they were asked.
Title	Fill in the title that will be the subject of email notification send to user. By default subject of question submitted by KB user (end user) is displayed in this field.
Answer	Write the answer which you want to send to user. For your convenience contents of user submitted question are shown in the editor/text area. You can customize your answer by using the features of WYSIWYG editor if use WYSIWYG editor option is enabled under manage settings.
Close this Ticket After Reply	Click this to close the ticket after sending reply. Note: This option is available only if Publish this Question Answer as Article in Knowledgebase option is unchecked.
Publish this Question Answer as Article in Knowledgebase	Check this if you want to send the reply as well as publish the article in knowledgebase.
Select Article Categories	The place in the knowledgebase hierarchy where this entry will be published. You can choose one or more categories where to store the article.
Article Keywords	Keywords are the important words that classify your article and are relevant for searching through the database.
Article Summary	It is summarized view of your article for meta description attribute.
Remove this ticket after publishing	Click this if you want to remove the ticket from the knowledgebase after publishing and sending reply.

Table 25: Send reply to Ticket Interface Explanation

2. Fill the Send Reply form.
3. Click the Send Reply/Send Reply and Publish Article to send the reply.

Publishing Ticket as Article

To publish the question as an article to the knowledgebase so that users need not to ask the same question in future follow the steps mentioned below.

1. For publishing article, click on the Publish to Knowledgebase action on Manage Tickets page.

Navigation Bar > Tickets > Opened Tickets > Actions > Publish To Knowledgebase

Important Note: Fields marked with * are required to be filled up.

Language: English

Title: How do I register?

Answer:

Hello,

Can someone explain me, how can I register in your website.
Please tell me as soon possible.

Waiting for response.

Select Article Categories

- Automobile
- Business
- Education
 - College Education
 - General Knowledge
 - Information and Technology
 - Real Estate
 - Sports

Article Keywords

(Please separate each keyword with a comma.)

Article Summary

Remove this Ticket after Publishing

Publish To Knowledgebase **Cancel**

Figure 136: Publish Ticket to KB

2. Fill the form and click Publish to Knowledgebase to post it in KB. Refer Table 25for field details.

Tickets' Management

Close Ticket(s)

You can make the tickets of closed status, if they are no longer required in the work queue. Closed tickets remains in the database but can't be replied or published.

1. Click the **Close Ticket** action from Manage Tickets page for the ticket you want to close.

Navigation Bar > Tickets > Opened Tickets > Actions > Close Ticket



Figure 137: Close Ticket

2. Click OK in the Close Ticket confirmation box to change its status; cancel to keep its status unchanged i.e. open.

Reopen Ticket(s)

In PHPKB Software tickets with open status can only be replied or published. May be sometimes, you have a need to perform these operation on a ticket closed earlier. So, you can use the Reopen ticket action to make its status open again.

1. Click the **Reopen Ticket** action for the ticket you want to open again.

Navigation Bar > Tickets > Closed Tickets > Actions > Reopen Ticket



Figure 138: Reopen a Ticket

2. Click OK in the confirmation box to reopen the ticket and put it in work queue.

Delete Ticket(s)

Editors or super users can remove the tickets which are not required in the knowledgebase may be because they have been answered, published or not valid/spam etc. You can remove both open as well as closed status tickets.

Removing single ticket

1. Click the **Delete Ticket** action from Manage Tickets page for the ticket you want to remove from ticket list.

Navigation Bar > Tickets > Closed Tickets/Closed Tickets > Actions > Delete Ticket



Figure 139: Delete Single Ticket

2. Confirm the dialog to delete the ticket permanently from database.

Removing tickets in bulk

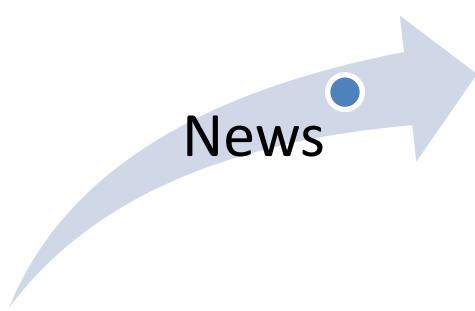
You can also remove multiple tickets simultaneously.

1. Check checkboxes for the tickets you want to delete.



Figure 140: Deleting Tickets in bulk

2. Then, click the **Delete Selected** button at bottom.
3. Confirm the multiple delete dialog box to remove them.



NEWS

News represents information about recent and important events of your company. KB users (end users) can see the news if their corresponding display setting is enabled in Manage Settings Page.

Home > Manage Settings > Feature Settings > News Page

News Page	
Enable News Page	<input checked="" type="checkbox"/>
Display Home Page News	<input checked="" type="checkbox"/>
.... Number of News	<input type="text" value="3"/>

Figure 141: News Page Settings

Enable News Page setting when checked will display News link under knowledgebase header links and corresponding news page in the knowledgebase. Moreover, you can also control the display and count of the recent news on knowledgebase home page through Display Home Page News and Number of News settings. Since the user sees only the title of news on home page, it is important that when you write news, make sure that the title contains all the salient points of the news item, encouraging users to click the link. Refer Figure 7 for screen details of news display on end users' home page.

KB users can see list of all the news of your knowledgebase from the **NEWS** link on header. News List item represents news title, published date and number of views along with first 325 characters of news content. Super user can regulate the items per news page from Search Results per Page setting under Miscellaneous Settings of Manage Settings.

Manage Settings > Miscellaneous Settings > Search Settings > Search Results per Page

 [Google Chrome OS Netbook Specifications Leaked](#) ←News Title
Published on: Wed, Jan 20, 2010 at 1:05 PM | Viewed: 243 times.
Some details about the upcoming Google Chrome OS based netbook are leaked and the specifications look delicious indeed. The Chrome OS devices will be powered by an NVIDIA Tegra chipset with an ARM processor which uses less power and gives better performance than current Intel Atom chipsets. The Tegra chipset is..... [Read Full News](#)

 [Google To Start Offering Cloud Storage](#)
Published on: Wed, Jan 20, 2010 at 1:01PM | Viewed: 242 times.
In the coming weeks you will find that your Google Docs account will allow you to upload any kind of file for online storage. Google Docs will support uploading any kind of file as long as it is under 250MB in size. You will then be able to store your videos, raw images, zip files etc in your Docs account, with the same sha..... [Read Full News](#)

 [Abhinav Bindra Banned For Next 2 Shooting World Cups](#)
Published on: Mon, Jan 18, 2010 at 7:07PM | Viewed: 256 times.
The feud between ace Indian shooter Abhinav Bindra and NRAI (National Rifle Association of India) became ugly on Monday as the association left the Olympic gold medalist out of the next two Shooting World Cups as well. The National Rifle Association of India (NRAI) today announced that Bindra would not be includ..... [Read Full News](#)

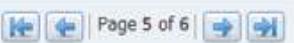
Displaying 13 to 15 out of 16 records 

Figure 142: News Items on News Page

User can read the full news either by clicking on the news title or on Read Full News link. News Page displays the news heading at the top, news content below that, and posted date and number of views at the bottom.

Knowledge Base News

Google To Start Offering Cloud Storage

In the coming weeks you will find that your Google Docs account will allow you to upload any kind of file for online storage. Google Docs will support uploading any kind of file as long as it is under 250MB in size. You will then be able to store your videos, raw images, zip files etc in your Docs account, with the same sharing features. However collaboration, which is a quite important part of Google Docs, will not be possible for formats which are not supported by Google Docs natively, you will instead be able to preview and download the file.

In conjunction with the Shared Folders feature which Google unveiled some times ago, this makes Google Docs a quite powerful means of storing and sharing files. With shared folders you can give others access to a folder in your Google Docs account such that any files added to it automatically get shared instead of needing you to do the same one at a time.

Much like the free Picasa storage, Google Docs will offer 1GB of space, and will give users the option of purchasing additional storage. Any additional storage will be shared with Picasa Web Albums and GMail in a manner such that any overflow in capacity in any Google service will automatically use the purchased capacity. Those using premium versions of Google Docs included in Google Apps can also use their Google Docs accounts as remote backups.

The storage will provide "plenty of bandwidth for ordinary use" however Google reserve the right to "limit your access" in case of excessive usage. This is move is not that surprising, considering that Google is trying to push its own **Cloud based operating system**. It is quite expected that Google will try to offer as many essential cloud services as possible under its banner before they launch their Chrome OS netbooks.

Posted on: Sat, Feb 19, 2011 3:40 PM. This news has been viewed 1 times.

Figure 143: News Display at Front End

Creating News

You (Super user/Editor) can create a news item to be published in the knowledgebase in this segment.

1. Open the Create News page

PHPKB Knowledge base software facilitates you to create the new news post in three ways:

- a) Click the Create News Post option from the dashboard shortcuts.
- b) Click the Create News option from shortcut links.
- c) Click the Create News option under news tab of navigation bar.

Navigation Bar > News > Create News



Create News

Create a news item to be published in the knowledgebase using the form below.

Manage News	Create News
Important Note: Fields marked with are required to be filled up.	
Language	English
News Title	<input type="text"/>
Content	<div style="border: 1px solid #ccc; padding: 5px;"> Home Objects <div style="border: 1px solid #ccc; margin-top: 2px; padding: 2px;"> <span style="margin-right: 10</div></div>

returned to manage news page.

Table 26: Create News Interface Explanation

2. Fill the form

Fill up the fields of form.

News' Management

Super users and editors can manage the list of news items published in your knowledgebase from news tab of navigation bar or dashboard shortcuts.

Home > News

Manage News



You can manage the list of news items published in your knowledgebase in this section.

ID	News Title	Author	Visible	Last Updated	Actions
3	Google Launches Type Applications in 14 Languages	Super User		Feb 19, 2011 at 3:43 PM	
2	PHPKB 6 Release Announcement	Super User		Feb 19, 2011 at 3:42 PM	
1	Google To Start Offering Cloud Storage	Super User		Feb 19, 2011 at 3:40 PM	

Page 1 of 1 | Items Per Page 15 | Reset Page | Displaying 1 to 3 out of 3 records

Figure 145: Manage News

Manage News Interface Explanation

ID	Database auto generated serial Id assigned to news item.
News Title	Heading for the news item. Click on this to view the Preview of news item. Refer Previewing News on page 119 for details.
Author	Author is person who created the news item.
Visible	Tick icon represents that news item is visible to knowledgebase end users. Cross icon depicts, news item is not visible to KB users (end users). Click on this to change the visibility of the news item.
Last Updated	This displays the date, last time news item was modified.
Actions	Edit News: Click this to modify the news. Refer Modifying News on page 120 for details. Delete News: Click this to delete the news from the knowledgebase. Refer Deleting News on page 121 for details.

Table 27: Manage News Interface Explanation

Previewing News

You can preview the news details by clicking on news title from the manage news page.

Navigation Bar > News > Manage News

Preview News page shows the news language, title, content, author and date of creation.

Preview News

Language: English → In PHPKB ML edition, this represents language in which news is created.

News Title
Google Launches Type Applications in 14 Languages

Posted By: Staff - admin@articlediary.com on Feb 19, 2011 at 3:43 PM

News Content
Google launched its Transliteration IME, a desktop application that allows users to type in 14 languages, using a Roman keyboard, with or without an Internet connection. Users type the word the way it sounds using Latin characters and Google Transliteration IME will convert the word to its native script, the Internet search engine said in a statement.

Figure 146: News Preview

Modifying News

To make changes in your knowledgebase news items follow the steps mentioned below.

1. Click the Edit News action icon from Manage News page. Refer Figure 118 for screen details.

Navigation Bar > News > Manage News > Edit News icon

Edit News

Use this section to edit a news item in the knowledgebase.

Manage News Create News Editing News

Important Note: Fields marked with are required to be filled up.

Language	English
News Title	Google Launches Type Applications in 14 Languages
Content	<p>Google launched its Transliteration IME, a desktop application that allows users to type in 14 languages, using a Roman keyboard, with or without an Internet connection. Users type the word the way it sounds using Latin characters and Google Transliteration IME will convert the word to its native script, the Internet search engine said in a statement.</p> <p>Google Transliteration IME is available as a free download. It was conceived and developed in India at the company R and D Centre here and is currently available in 14 languages - Arabic, Bengali, Farsi (Persian), Greek, Gujarati, Hindi, Kannada, Malayalam, Marathi, Nepali, Punjabi, Tamil, Telugu and Urdu.</p> <p>The Google Transliteration IME currently supports Windows 7/Vista/XP. Our IME enables Indian users whether they are businesses, students, or teachers to create content and communicate effectively in their local language, Google India Senior Product Manager, Rahul Roy Chowdhury.</p>

<BODY> <DIV>

Show News Yes, it should be visible in the Knowledgebase.

Preview Save Cancel

Figure 147: Edit News

2. Make the changes.
3. Click **Save** button to update the changes or click Preview, to see how changes will look after publishing before saving the news.

Deleting News

1. Click the Delete News Icon from Actions Column of Manage News.

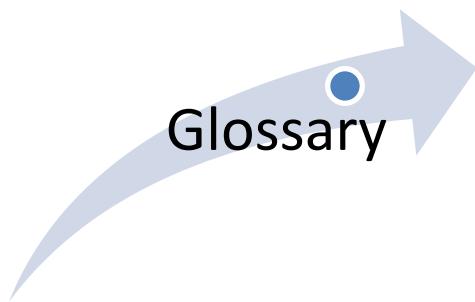
Navigation Bar > News > Manage News > Actions > Delete News

The screenshot shows a web-based application titled "Manage News". At the top left is a navigation bar with "Home > News". Below it is a toolbar with "Manage News" and "Create News" buttons. The main area is titled "Manage News" and contains a table with three news items. The table has columns for "ID", "News Title", "Author", "Status", and "Actions". The first item (ID 3) has a red "X" icon in the "Actions" column. A confirmation dialog box is overlaid on the page, reading: "The page at localhost says: You are about to Delete Selected News Permanently, Are you sure?". It has "OK" and "Cancel" buttons. At the bottom of the page are navigation links for "Page 1 of 1", "Items Per Page" set to 15, and "Reset Page". The status bar at the bottom right says "Displaying 1 to 3 out of 3 records".

ID	News Title	Author	Status	Actions
3	Google Launches Type Applications in 14 Languages	Staff	X	
2	PHPKB 6 Release Announcement	Staff	✓	
1	Google To Start Offering Cloud Storage	Staff	✓	

Figure 148: Delete News

2. Click the OK button to delete the news from your knowledgebase, Cancel to retain it in knowledgebase.



GLOSSARY

A glossary, also known as vocabulary is an alphabetical list of terms defined by you in with the definitions for those terms. Glossary helps your knowledgebase users learn technical jargon, uncommon or specialized words. Glossary Items Terms are auto linked with articles' content if Auto link Glossary Terms option is checked in manage settings.

Home > Manage Settings > Feature Settings > Glossary Settings

Glossary Settings	
Enable Glossary Page	<input checked="" type="checkbox"/>
Autolink Glossary Terms	<input checked="" type="checkbox"/>

The Glossary term is highlighted in green any time it appears in your knowledgebase articles' body text. When a user place the mouse cursor over the term, question mark appears showing that help is available, when user click the term the definition displays. Click the definition to hide it.

[Home](#) » [Categories](#) » [Multiple Categories](#)

Top Knowledge Management Tools

Article Number: 565 | Rating: 4.2/5 from 5 votes | Last Updated: Mon, Jul 12, 2010 at 3:59 PM

1. PHPKB

PHPKB Knowledge Base Software provides a Web-Based/Industry-Standards approach to knowledge acquisition. The program has advanced search capabilities. It can integrate with Windows Active directory via LDAP. There are content editing features and mechanisms for user feedback. Also included in the program are the ability to have file attachments, question management, version control, and reporting.

PHPKB **Knowledge Management** Software makes sharing information easy within an intranet with an enterprise. It helps reduce customer productivity. Since it eliminates time wasted on paper documents.

Knowledge Management
The use of knowledge which enables direct action for capitalization (e.g. competitive advantage, organization, productivity).

Glossary Item



Source: [PHPKB](#)

Figure 149: Glossary Term Display at Front End

User can also view the glossary items of your knowledgebase by clicking the Glossary option from header links on end user home page.

The screenshot shows a header bar with links: KB Home | Advanced Search | News | Login | Glossary | Ask Question. Below the header is a note: "Note: Glossary link will appear on header if Enable Glossary Page option is checked in Manage settings." The main content area has a title "Knowledge Base Glossary". It includes a search bar and an alphabet navigation bar with buttons for ALL, A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z. Below the search bar is a section for "ADF" with a definition and a "Related Articles" link. Another section for "AJAX" follows, also with a definition and a "Related Articles" link.

Figure 150: Glossary Page

Glossary page contains the list of Glossary terms with their definitions and related articles (articles that contain the Glossary term) link. Click on the Related Articles link to view the details of articles.

Users can quickly jump to a specific term(s) by searching for it from the search box on glossary page.

Moreover, users can view the list of glossary terms starting with specific alphabet by clicking on the corresponding alphabet link from alphabet list displayed on page.

Create Glossary Term(s)

Super users and editors can create unlimited number of Glossary terms by following the steps given below.

1. To create a new glossary term, click Glossary in the Navigation Bar and then select Create Glossary option.

Navigation Bar > Glossary > Create Glossary



Create Glossary Term

Create glossary of frequently used terms here. Glossary terms are highlighted where they appear in the article content in front-end and appropriate description is shown on mouse over.

Manage Glossary Create Glossary	
Important Note: Fields marked with are required to be filled up.	
Language	English
Glossary Term	<input type="text"/>
Glossary Term Description	<input type="text"/>
Active	<input checked="" type="checkbox"/> Yes, it should be visible in Knowledgebase.
	<input type="button" value="Save Glossary Term"/> <input type="button" value="Cancel"/>

Figure 151: Create Glossary Term

Create Glossary Term Interface Explanation

Language	Language in which Glossary Term will be created. To change the language, click the language dropdown in header bar. Note: Language field is available only in ML edition.
Glossary Term	The word or phrase that you want to define. Note: This field is case-insensitive and contains unique values.
Glossary Term Description	Explanation/definition of the glossary term.
Active	If checked, will display the glossary term on glossary page in end users interface and also auto link the glossary term with article contents.
Save Glossary Term	Click this to save the glossary term to knowledgebase.
Cancel	By clicking on this, all your changes will not be saved, and you will be returned to manage glossary page.

Table 28: Create Glossary Term Interface Explanation

2. Fill the glossary details.
3. Click the **Save Glossary Term** button to add the glossary item in the knowledgebase.

Glossary Terms' Management

Editors and super users can manage the glossary of frequently used items of your knowledgebase from glossary tab of Navigation bar.

Navigation Bar > Glossary > Manage Glossary

Home > Manage Glossary

Manage Glossary Terms



Manage glossary of frequently used terms here. Glossary terms are highlighted where they appear in the article content in front-end and appropriate description is shown on mouse over.

Manage Glossary		Create Glossary	Edit Glossary	Delete Glossary
ID	Glossary Term	Definition	Active	Actions
7	Knowledge	The use of knowledge which enables direct action for capitalization (e.g. competitive advantage, organization, productivity).	✓	
6	ASP.NET	Very powerful framework (.NET) for the creation of "state of the art" web applications under Windows Server.	✓	

Figure 152: Manage Glossary Terms

Manage Glossary Terms Interface Explanation	
ID	Auto generated serial number of glossary term in database.
Glossary Term	The word or phrase defined in your glossary. This word or phrase is highlighted in all your knowledgebase article text.
Definition	Explanation of the Glossary Term that you want to display when the KB user clicks on the glossary term.
Active	Cross in column value represents, Glossary term neither be displayed on glossary page nor auto linked with article and vice a versa for tick value. Click on icon to change its visibility.
Actions	Edit Glossary - Click this to edit the glossary item. Refer Modifying Glossary Term(s) on page 126. Delete Glossary - Click this to delete the glossary term from your knowledgebase. Refer Deleting Glossary Term(s) on page 127.

Table 29: Manage Glossary Terms Interface Explanation

Modifying Glossary Term(s)

PHPKB provides you the facility to edit the existing glossary terms. Steps for editing the glossary term are mentioned below:

1. Click the Edit Glossary action from Manage Glossary page.

Navigation Bar > Glossary > Manage Glossary > Actions > Edit Glossary Term



Edit Glossary Term

Use this section to edit a glossary term in the knowledgebase.

	Manage Glossary		Create Glossary		Editing Glossary
Important Note: Fields marked with are required to be filled up.					
Language	English				
Glossary Term	AJAX				
Glossary Term Description	Ajax is an acronym for Asynchronous Javascript and XML. It labels a data transfer method between server and browser, that makes it possible that the HTML page doesn't have to be <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <input type="button" value="Edit"/> </div>				
Active	<input checked="" type="checkbox"/> Yes, it should be visible in Knowledgebase.				
	<input type="button" value="Update Glossary Term"/> <input type="button" value="Cancel"/>				

Figure 153: Edit Glossary Term

2. Make the necessary changes. Refer Table 28 for form detail.
3. Click the **Update Glossary Term** button to store the updated glossary term in the knowledgebase.

Deleting Glossary Term(s)

To remove the glossary terms from your knowledgebase follow the steps given below:

1. Click the Delete Glossary Term icon from the Actions column of Manage Glossary Terms.

Navigation Bar > Glossary > Manage Glossary > Actions > Delete Glossary Term

Home > Manage Glossary

Manage Glossary Terms

Manage glossary of frequently used terms here. Glossary terms are highlighted where they appear in the article content in front-end and appropriate description is shown on mouse over.

	Manage Glossary		Create Glossary		
ID	Glossary Term	Def		Active	Actions
7	Knowledge	The ability to learn or understand something. The state of having the knowledge or information. The ability to apply what one knows. The ability to learn or understand something. The state of having the knowledge or information. The ability to apply what one knows.			
6	ASP.NET	Very powerful framework (.NET) for the creation of "state of the art" web applications under Windows Server.			

The page at localhost says:

You are about to Delete Selected Glossary Term Permanently, Are you sure?

Figure 154: Delete Glossary Term

Confirmation dialog box will prompt to make sure, you have not clicked delete icon accidentally.

2. Click **OK** in the confirmation dialog box to remove the term from knowledgebase, **Cancel** to retain the item in the knowledgebase.



COMMENTS

Comments allow readers to give feedback on articles. Comments are users' opinion, remarks, observation or criticism on your articles. Comments let users interact with you and bring the system to life. Super user can configure the comments settings from the admin control panel, under the features settings section.

Manage Settings > Feature Settings > Comments Settings

Comments Settings	
Enable Article Comments	<input checked="" type="checkbox"/>
Auto Approve Comments	<input type="checkbox"/>
Send Approval Notification	<input checked="" type="checkbox"/>
Email Privacy Protection	<input checked="" type="checkbox"/>

Enable article comments if checked will allow the users to post the comment on articles of your knowledgebase.

Auto Approve Comments if enabled will approve the comment automatically and make it visible to user immediately. But as all comments are not desirable so by default this option is not enabled, to let you approve the comments manually.

Send Approval Notification if enabled sends the email notification to the users when their comments are approved.

You can make your system more secure by enabling **Email Privacy Protection**. With it user comments are published with user names but mailto option on user names is not enabled. In addition, you can set the **Enable CAPTCHA** setting, in order to avoid automatically submitted comments and to ensure that only real people post comments. In the public view comments are displayed beneath the article.

The screenshot shows a list of comments on an article page. At the top, it says "Comments (23)". Below that, there are two comments listed:

- Comment by **Vijay** on Tue, Jan 18th, 2011 at 5:35 PM
The Best SUV I witnessed
- Comment by **Yogendra Bavdekar** on Thu, Jan 13th, 2011 at 1:43 PM
Tata drawbacks are that they manufacture their SUVs with such low-end engines. Safari - 2.2L, Aria - 2.2L, Sumo - 2.2L. Only Spacio - 3L. Tata wants to beat Toyota Innova. How is that possible? Toyota Innova - 2.5L. Toyota Qualis - 2.4L. Even Mahindra Bolero - 2.5L, Scorpio - 2.6L CRDeTata needs to improve on this though it provides with DICOR engines. I dont think Aria is CRDi engine.

Annotations with red arrows point to specific parts of the comments:

- A red arrow points from the text "Total Comments on the article" to the "(23)" part of the header.
- A red arrow points from the text "Date, when comment posted" to the date and time "Tue, Jan 18th, 2011 at 5:35 PM".
- A red arrow points from the text "User Name" to the name "Vijay".

Figure 155: User Submitted Comments at Front End

End users can post their comments from comment form displayed below the user comments on article page.

Comments

Add Comment

Name	<input type="text"/>
Email	<input type="text"/> (Required, but not published)
Comment	<input type="text"/>
Security Code	<input type="text"/> b420466 CAPTCHA Code
<input type="button" value="Post Comment"/>	

Figure 156: Comment Form

Comments' Management

Super users and editors can view the comments users have submitted on knowledge base's articles, and can approve, disapprove, or delete the comments, by clicking the comments tab in the navigation bar. Comment Notifications are also shown on dashboard in blinking form as shown below.

- Pending Comments 1 ●
- Approved Comments 0

Comments tab has two sub options:

Pending

Click Pending option to view and manage the comments, pending for approval.

Navigation Bar > Comments > Pending

Pending Comments



View and manage user submitted comments on articles in your knowledgebase. Preview a comment by clicking on its title. Click on the ▾ (down arrow) to make actions row visible where you can perform various actions on comments such as approve/disapprove, edit or delete them.

<input checked="" type="radio"/> Pending Comments		<input type="radio"/> Approved Comments			
ID	Comment	Posted on Article	Posted By	Comment Date	<input type="checkbox"/>
2	<input checked="" type="checkbox"/> Extremely Knowledgeable	India Business Quiz - 45 Business Quiz Questions with Answers	Ritu Bhardwaz	Feb 22, 2011 at 11:50 AM	<input type="checkbox"/>
1	<input checked="" type="checkbox"/> thnx, very informative	Acer Aspire 5740G Review - 15.6" Intel Core i5 Laptop	hans	Feb 22, 2011 at 11:49 AM	<input type="checkbox"/>
Actions: Preview Edit Approve Delete					
 Page 1 of 1 Items Per Page <input type="text" value="15"/> Reset Page Displaying 1 to 2 out of 2 records Delete Selected					

Figure 157: Pending Comments

You can view the actions associated with the comment by clicking on the toggle/down arrow button.

Approved

Click Approved option to view and manage the comments, approved for publishing either by you or by the PHPKB knowledgebase software.

Navigation Bar > Comments > Approved

Approved Comments



View and manage user submitted comments on articles in your knowledgebase. Preview a comment by clicking on its title. Click on the (down arrow) to make actions row visible where you can perform various actions on comments such as approve/disapprove, edit or delete them.

ID	Comment	Posted on Article	Posted By	Comment Date
2	Extremely Knowledgeable India Business Quiz - 45 Business Quiz Questions with Answers	Ritu Bhardwaz	Feb 22, 2011 at 11:50 AM	

Actions: Preview | Edit | Disapprove | Delete

Page 1 of 1 | Items Per Page 15 | Reset Page | Displaying 1 to 1 out of 1 records | Delete Selected

Figure 158: Approved Comments

Manage Comments Interface Explanation

ID	Auto generated database serial number for comment.
Comment	This displays the user remarks, opinion on article. The first 250 characters of the comment are displayed initially. If there are more than 200 characters, this will be shown by '...' At the end. You can click on it to see the full comment.
Posted on Article	The article title on which the comment has been posted is listed in this column. Click on the article title to preview article.
Posted By	Name of the user who posted the comment. Click on the name to send email to user.
Comment Date	Date and time details, when comment was posted.
	Check one or more comment's checkboxes to delete them simultaneously. You can check the box at top of the column to select all the comments.
Actions	<ul style="list-style-type: none">• Preview - Click this to view the full comment with details as shown in the figure below.

Preview Comment

Language: English

Article Title

Motorola Xoom Tablet with Android 3.0 Honeycomb OS

Posted By : Jack [jack23@gmail.com] on Feb 23, 2011 at 4:09 PM

Comment

Very Informative article

Figure 159: Preview Comment

	<ul style="list-style-type: none"> Edit- Click this to edit the content details. Refer Modifying Comment(s) on page 133. Approve – Click this to approve the pending comments manually. Refer Approve Comment(s) on page 134. Disapprove - Click this to disapprove the comment and transfer it to pending comment list. Refer Disapprove Comment(s) on page 134. Delete - To delete the comment permanently from the knowledge base click this option. Refer Delete Comment(s) on page 135.
Delete Selected	Select this to remove the selected comments from your knowledge base Deleted comments can't be retrieved. Refer Delete Comment(s) on page 135.

Table 30: Manage Comments Interface Explanation

Modifying Comment(s)

Public users generally commit typing mistakes (spelling or grammatical). So, to edit their comments follow the steps specified below:

1. Click the Edit option from Actions column.

Navigation Bar > Comments > Pending/Approved > Actions > Edit

Important Note: Fields marked with ✓ are required to be filled up.	
Name	P.M.VALI
Email Address	Valimba10@gmail.com
Comment	<p>It is very useful all business students. I want more information. Good though. Thanks for this information. Tnk uuuuuuuuuuuuuuuuuuuuuuuuuuu</p>
Comment Status	Pending
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

Figure 160: Edit Comment

2. Make the changes.
3. Click on Update button to make the changes permanent.

Notes:

1. Editors or Super users can edit the comments only.
2. Pending or approved both types of comments can be edited.

Approve Comment(s)

PHPKB Knowledge Base Software offers you (editors or super users) two ways of approving comments. Either you can approve comments manually or let the software itself approve all the comments, by enabling the option Auto Approve Comments from Manage settings.

Auto Approve feature saves your time as it works on your behalf and approve every new comment when it is posted by user. However, Approving Manually will ensure the quality of comments in your knowledgebase as you can review the comments before approving. To approve the comments manually follow the steps mentioned below.

1. Click the Approve option from actions corresponding to comment you want to approve.

Navigation Bar > Comments > Pending > Actions > Approve



Figure 161: Approve Comment

2. Click the OK button to approve the comment. After approval, comment can be seen under Approved Comments tab.

Disapprove Comment(s)

Editors and super users can disapprove the approved comments. After disapprove, comment becomes pending again, and it should be manually approved again to be part of approved comments. **This feature lets you disapprove the spam comments that have been automatically approved by the software.** To disapprove the comments follow the steps given below.

1. Click the Disapprove action for the comment you want to disapprove on Manage Approved Comments page.

Navigation Bar > Comments > Approved > Actions > Disapprove

ID	Comment	Posted on Article	Posted By	Comment Date
761	old indian currency for sale call me altaf 9533364007	India Old Currency Notes - Old Indian Currency	mohd altaf	Feb 16, 2011 at 1:40 AM
741	thanks a lot!! It helps me a lot!!	Quantitative Work		Feb 11, 2011 at 2:56 PM
716	nice gdvd	Cool links for people who do not know marketing - but must know marketing	khel	Feb 2, 2011 at 2:58 PM
698	superb method....thanx	Quantitative Aptitude - Problems on Time and Work	ashish	Jan 26, 2011 at 7:29 PM

Figure 162: Disapprove Comment

- Click the OK button to disapprove the comment.

Delete Comment(s)

Not all comments posted by KB users are appropriate; they can be offensive, irrelevant, or contain automatically-submitted advertising material. Editors or super users can remove these comments from knowledgebase.

Removing single comment:

- Click the Delete option from Actions row for the comment you want to remove from comment list on Manage Comments page.

Navigation Bar > Comments > Approved > Actions > Delete

ID	Comment	Posted on Article	Posted By	Comment Date
4	svhsd djhsgc	Quiz Questions		Feb 22, 2011 at 1:41 PM
3	abc	India Business Questions		Feb 22, 2011 at 1:40 PM
1	thnx, very informative	Acer Aspire 5740G Review - 15.6" Intel Core i5 Laptop	hans	Feb 22, 2011 at 11:49 AM

Figure 163: Delete Single Comment

- Confirm the dialog to delete the comment permanently.

Removing comments in bulk:

You can even remove the multiple comments simultaneously.

- Check checkboxes for the comments you want to delete.



Figure 164: Delete Multiple Comments

2. Then, click the **Delete Selected** button at bottom.
3. Confirm the multiple delete dialog box to remove them permanently.



LANGUAGES

PHPKB Software's user interface is fully translatable (only in the Multi-Language Editions). You can translate or alter labels, helps messages, front-end messages etc. PHPKB supports multiple languages including the ability to create and edit language files, create language translators, assign language translators etc. Multilanguage version has the support for creation of language files and detection of user's browser language so that the knowledgebase content can be displayed in the auto-detected language. Apart from this, you also have the facility to set a default language for the front-end so that it can be displayed by default in case there is no auto-detection match.



Initially, knowledge base's end user interface is loaded in the default language specified in manage language section but KB users (end users) can change the language according to their preferences from the language drop down on front end to load the KB in the language chosen. Language drop down contain languages created by you.

Multilanguage version comes with the default English language file that can't be deleted. However, you have the facility to edit the default language file or create new language files for the languages of your choice and translate the content yourself using admin control panel of our knowledge base software.

Note: Only super-users can access, create and manage knowledgebase languages.

Creating Language File(s)

PHPKB knowledgebase provides you the capability to create categories, articles, news, glossary items in languages of your choice. For creating all these features in your language, you should create the language file first. PHPKB software provides you with one default language file i.e. English. However, you can create your own language files. When a language file is created, it is blank by default. You have to provide translations for the language. To create the language file follow the steps mentioned below.

1. Open the Create Language form from the Create Language option under Languages tab.

Navigation Bar > Languages > Create Language



Create Language

Create New Language for knowledgebase.

		Manage Languages	Create Language
Important Note: Fields marked with are required to be filled up.			
Language Name	<input type="button" value="– Select Language Name –"/>		
Language Text Direction	<input checked="" type="radio"/> Text - Left to Right <input type="radio"/> Text - Right to Left		
Visible	<input type="checkbox"/> No, it should not be visible in the Knowledgebase.		
Create Language Cancel			

Figure 165: Create a Language

Manage Languages	
Language Name	Select the name of your language from the available list of languages in drop down.
Language Text Direction	<p>Specify the display order of text for language selected. Some languages like Arabic are written in a form known as right-to-left (RTL), in which writing begins at the right-hand side of a page and concludes at the left-hand side.</p> <ul style="list-style-type: none"> ➤ Text - Left to Right: Select this if text runs from left to right in your language. ➤ Text - The right side: Select this if text runs from right to left in your language.
Visible	Check this, if you don't want to show the knowledgebase details for the language.

Table 31: Create Language Interface Explanation

2. Fill the Create Language form.
3. Click on **Create Language button** to add the language file to knowledgebase.

Creating Language Translator

Translators are admin users who are responsible for conversion of PHPKB front end into your custom language. Translators can access the admin section for the language file translation jobs. Translators are not allowed to do any other action except the modification of language files in the admin control panel of PHPKB knowledge base software. Follow the steps given below to create the translator account.

1. Click the Users option from the Navigation Bar and then click the Create User option.

Navigation Bar > Users > Create User

Available	
Username	<input type="text" value="translator"/> Check Availability *
Password	<input type="password"/> *
Confirm Password	<input type="password"/> *
Full Name	<input type="text" value="Translator"/> *
Email Address	<input type="text" value="translator@articlediary.com"/> Check Availability *
User Level	<input type="text" value="Translator"/> *
Status	<input type="text" value="Active"/> *
Send Email	<input checked="" type="radio"/> Yes <input type="radio"/> No
Save User Cancel	

Figure 166: Create Translator

2. Fill the form details. Refer Table 19 for details of form fields.
3. Click the **Save User** button to save the translator account into knowledgebase.

Language Assignments to Translators

Superuser can assign the language files to translators so that they can access the admin control panel to complete the translation job of language files assigned to them. Moreover, super-users can revoke the translation right back from translator if required. This section will help you learn how to assign a language to translator and revoking it back.

Assigning a Language to Translator User

PHPKB Knowledge Base software allows you the facility to assign translator (who renders pretext for public section into another language). Superuser can assign a language file translation job to any translator. Superuser can assign one translator per language. To assign a language to translator follow the steps given below.

1. Open the Manage Languages Screen from Language tab of Navigation Bar.

Navigation Bar > Languages > Manage Languages

ID	Language Name	Language Configuration
1	English	Edit Language
3	Catalan	Edit Language
4	Japanese	Edit Language
5	Chinese	Edit Language
6	Hindi	Edit Language
7	Thai	Edit Language

Translator Dropdown

Select Translator Assign Selected Languages Reset

Select Translator
translator [translator@in.com]

Items Per Page 15 | Reset Page

Figure 167: Assigning Language to Translator

2. Select the translator from the translator dropdown. Dropdown list has name and email addresses of all translators of your knowledgebase.
3. Check the checkboxes for the language(s) you wish to assign to translator. Checkboxes are disabled for languages that are already assigned to some translator.
4. Click Assign Selected Languages button to assign the language(s) to selected translator.

Revoke a Language from Translator User

In case you have assigned a wrong language to translator, you can withdraw it and assign it to some other translator. To revoke the language translation right from the translator, follow the steps given below.

1. Click the Revoke Translation Right icon next to translator name on manage languages screen. Refer Figure 169 for screen details.

Navigation Bar > Languages > Manage Languages > Revoke Translation Right Icon

ID	Language Name	Language Configuration	Actions
1	English	Left to Right	✓ -- NA --
3	Catalan	Left to Right	✓
4	Japanese	Left to Right	✓
5	Chinese	Set Default	Left to Right
6	Hindi	Set Default	Left to Right
7	Thai	Set Default	Left to Right

Select Translator Assign Selected Languages Reset

Page 1 of 1 | Items Per Page 15 | Reset Page Displaying 1 to 6 out of 6 records

Figure 168: Revoking Translation Right from Translator

2. Confirm the dialog box to revoke the translation right.

Language File's Management

Super users can access and manage the default or self-created languages. You can assign and remove translators, edit or delete language from this section. Manage Languages option is available under Language tab of navigation bar.

Navigation Bar > Languages > Manage Languages

The screenshot shows a 'Manage Languages' page with a table of language entries. The columns include ID, Language Name, Language Configuration, Translator, Status, Text Direction, Visible, and Actions. A red arrow points to the 'Translator' column for the first entry ('English'), which has a value of 'None Assigned'. Another red arrow points to the 'Actions' column for the same entry, where there is a link labeled 'Revoke Translation Right'. The table also includes a 'Delete Language' link in the Actions column for each row. The page has a toolbar with 'Manage Languages' and 'Create Language' buttons, and a footer with pagination controls and a note about displaying 1 to 6 out of 6 records.

Figure 169: Manage Languages

Manage Languages	
ID	Automatically generated serial number in database, when language is added in the knowledgebase.
<input type="checkbox"/> <input checked="" type="checkbox"/>	Click the expand/toggle button <input type="checkbox"/> to view the details of latest updating details for language. Name of the admin user and time details are displayed. Click this <input checked="" type="checkbox"/> to collapse the details.
<input type="checkbox"/>	Check one or more comment's checkboxes to add translator to selected languages simultaneously. You can check the box at top of the column to select all the languages. See Assigning a Language to Translator User on page 140. Note: One language can have only one translator.
Language Name	Name of the Language.
Language Configuration	Click this to edit the preset text for the public area of the website for the language. Refer Modifying Language File on page 143.
Translator	This displays the name of the translator to whom language has been assigned for pre text configuration and revoke translation right button.
Status	Default in the column value depicts that initially knowledgebase will be loaded in this language. Click on Set Default link to make the language as default language.

Text Direction	This displays the display order of the text in language.
Visible	✓ Displays that this language is available in front end language drop down and knowledgebase can be loaded for this language. It is advised, to configure language before making it visible to KB users. ✗ Shows language exists in knowledgebase but, not visible to KB users.
Actions	Delete Language: Click here to delete the language permanently from the knowledgebase. Refer Deleting Language File on page 146. --NA-- is displayed for English language, which can't be deleted.

Table 32: Manage Languages Interface Explanation

Modifying Language File

Edit language feature allows to translate the content of language file (either default or created by super user). Language file contains all the text used within the applications users interface. Super users and translators can translate the pretext for public section for a language from the admin control panel.

- Supers users can go to edit language page from the Manage Languages. Refer Figure 169 for screen details.

Navigation Bar > Languages > Manage Languages > Language Configuration > Edit Language

- Translators can click Edit Language link from My Languages. My Languages page contains details of languages assigned to translator.

S.No.	Language Name	Language Configuration	Updated On	Assigned On
1	Catalan	Edit Language	Feb 16, 2011 at 4:48 PM	Feb 24, 2011 at 3:34 PM
Last Updated By: Mike Mahon				
2	Japanese	Edit Language	Feb 16, 2011 at 4:49 PM	Feb 24, 2011 at 3:54 PM
Last Updated By: Mike Mahon				
3	Chinese	Edit Language	Feb 16, 2011 at 4:50 PM	Feb 24, 2011 at 3:54 PM
Last Updated By: Mike Mahon				

Figure 170: Translator's My Languages Screen

A language configuration page will be displayed as shown in figure below. Language configuration page contains the name of language file at the top whose variables you want to translate or modify.

Configuration for English language File



You can configure the language file variables for knowledge base in this section.

[Save Language Changes](#) [Cancel](#)

[+ Global Language Variables](#)

[+ Home Page Section \(index.php\)](#)

[+ Category Page Section \(category.php\)](#)

[+ News Page Section \(news.php\)](#)

[+ My Favorites Page Section \(my-favorites.php\)](#)

[+ My Profile Page Section \(my-profile.php\)](#)

[+ Glossary Page Section \(glossary.php\)](#)

[+ Login Page Section \(login.php\)](#)

[+ Contact Page Section \(contact.php\)](#)

[+ Subscribe Page Section \(subscribe.php\)](#)

[+ Email Page Section \(email.php\)](#)

[+ Search Page Section \(search.php\)](#)

[+ Article Page Section \(article.php\)](#)

[+ Other Pages {disabled, down for maintenance}](#)

[Save Language Changes](#) [Cancel](#)

Figure 171: Edit Language/Language Configuration Screen

Variables are divided into different sections. Each section has its expand button, name, file name where these variables will be used.

[+] News Page Section (news.php)

Figure 172: Edit Language- News Section

Click expand button to see the variables available for translation under the section.

News Page Section	
Text to Translate	Translation Fields
Knowledge Base News	Knowledge Base News
Published on: %cd% Viewed: %vd% times.	Published on: %cd% Viewed: %vd% times.
Posted on: %cd%. This news has been viewed %vd% times.	Posted on: %cd%. This news has been viewed %vd% times.
There is no news to show in the knowledge base.	There is no news to show in the knowledge base.
Save Changes	

Figure 173: Edit Language- Expanded view of News Page Section

You got the original string on the left (Text to translate), and the field for its translation on the right (translation). For instance, suppose for English language you want to display the Knowledge Base News as News only then you can write News in the text field provided in front of Knowledge Base News. Similarly, you can write the translations of other languages in the text field specified in front of text to translate fields.

While translating, you may see some special words/symbols in between %. You are not supposed to change or translate these words/symbols as they have predefined meaning. Refer Table 33 for their meaning. For example, to translate published on: %cd% text, you should translate only **published to** and keep the %cd% (created date) as unchanged.

Meaning of Special Symbols	
%st%	Start
%end%	End
%total%	Total
%cp%	Current Page
%tp%	Total Pages
%vd%	Viewed (Number of times Viewed)
%cd%	Creation Date
%rt%	Rating Score
%vt%	Voting (Number of votes)

%ad%	Added to Favorites on date
%sk%	Search Keywords

Table 33: Language Configuration: Meaning of Special Symbols

After making the changes either click on the Save Changes button of section or Save Language Changes button to save the changes permanently in the language file.

Deleting Language File

Super user can delete any language except the language (English) provided with the software. Deletion of language results into deletion of all the associated items with it.

1. Click on Delete Language action under Manage Languages corresponding to language you want to delete.



Figure 174: Deleting a Language

2. Press OK to confirm the Delete Selected Language dialog box. If Language has no items under it, language will be deleted else a warning window displaying the details of all the associated items with language appears.

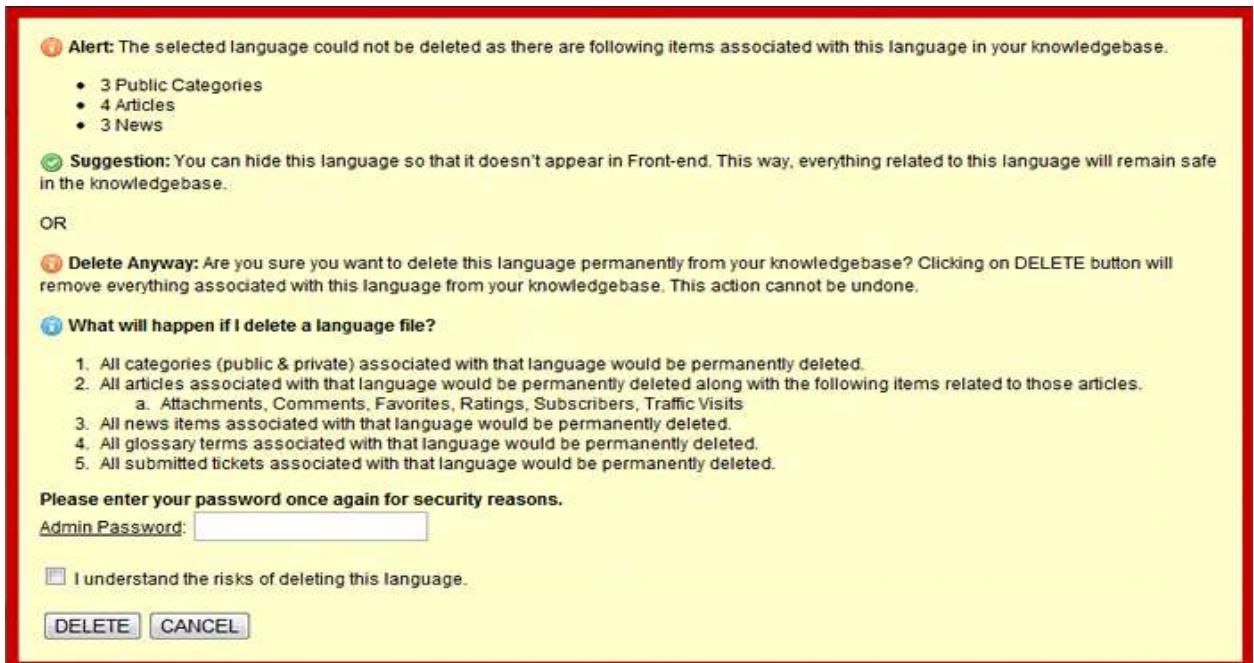


Figure 175: Delete Language- Warning Message

- If you are sure to delete the language, enter your admin password and tick I understand the risks of deleting this language checkbox and press DELETE button else press cancel to retain the language in knowledgebase.

Relationship of knowledgebase modules with language file

PHPKB Knowledge Base Software has Language Drop Down in the header section of the Admin Control Panel. Drop down contain list of languages of the knowledgebase. Admin users can navigate between different languages through this dropdown. For instance, if you are on article section and want to see the articles of other language just click the required language, article section will be loaded with the articles of that language.



Language drop down gets enabled under sections that are directly related with languages, to ease you in navigating through different languages.

Sections/Modules	Language drop down enabled?	Dependence on Language
Categories	✓	Direct
Articles	✓	Direct
Article Subscribers	✗	Indirect
Attachments	✗	Indirect
Favorites	✗	Indirect
Ratings	✗	Indirect
Traffic Visits	✓	Indirect
Comments	✗	Indirect
News	✓	Direct
Glossary	✓	Direct
Tickets	✓	Direct

User Groups		Indirect
Users		No Dependence

Table 34: Relationship of knowledgebase modules with language file

Represents that **Language drop down** is enabled for that section and you can traverse in different languages and view the language related items of that section through it.

Relationship shows the effect of language (creation and deletion) on module. Direct shows module items have straight dependence. Indirect means they have dependence because they are related with modules with direct dependence. No dependence means language does not affect the module e.g. users can access any language so they are independent of language creation and deletion.

Deletion of language will lead to:

1. All categories (public & private) associated with that language would be permanently deleted.
2. All articles associated with that language would be permanently deleted along with the following items related to those articles.
 - a. Attachments, Comments, Favorites, Ratings, Article Subscribers, Traffic Visits
3. All news items associated with that language would be permanently deleted.
4. All glossary terms associated with that language would be permanently deleted.
5. All submitted tickets associated with that language would be permanently deleted.



STATISTICS

Statistics section of PHPKB Knowledge Base Software represents those facts of your knowledgebase which can be stated in numbers or any tabular or classified arrangement. PHPKB will enable your company to monitor quality and review metrics for all of the content you produce. PHPKB yields higher quality results and reduce risk to your business. Statistics section is categorized into several sub-sections to provide in-depth statistics of various knowledgebase components such as articles, categories, users, search keywords, article traffic & failed login attempts. Reports are available in the form of interactive charts (for graphical analysis) as well as tabular (print-friendly) format. Super users can view the statistics from statistics tab under navigation bar.

Navigation Bar > Statistics

Articles	Categories	Comments	Tickets	News	Glossary	Manage Users	User Groups	Statistics	Tools
 Article Statistics View article statistics in the knowledgebase.	 Category Statistics View category statistics in the knowledgebase.	 Users Statistics View user statistics in the knowledgebase.	 Search Statistics View search statistics in the knowledgebase.	 Traffic Statistics View traffic statistics in the knowledgebase.	 Failed Logins View failed login statistics in the knowledgebase.				

Figure 176: Statistics Tab

Note: In ML edition, Statistics will be shown for the language, selected in the language drop down. To view the statistics for other language, select the required language from the drop down.

Knowledgebase Statistics Overview

Click on the statistics tab from navigation bar to view the Knowledgebase reports page that is a shortcut to variety of statistics about your knowledge base's articles, users, categories, searched terms, failed logins, traffic statistics etc. Directly click on the links view their statistics.

Knowledge Base Reports



View statistics about your knowledgebase in this section. It contains important information and statistics for your knowledgebase. It is further categorized into several sub-sections to provide in-depth statistics of various knowledgebase components such as articles, categories, users, search keywords, article traffic & failed login attempts. Reports are available in the form of interactive charts (for graphical analysis) as well as tabular (print-friendly) format.

Article Statistics View statistics about articles in your knowledgebase. Reports available are: <ul style="list-style-type: none">• Articles Summary• Monthly Report, Most Popular Articles• Most Rated Articles, Most Discussed Articles• Most Mailed Articles, Most Printed Articles 	User Statistics View statistics about users in your knowledgebase. Reports available are: <ul style="list-style-type: none">• Users Summary• Most Popular Authors• Article Contributors• Most Active Users 
Category Statistics View statistics about categories in your knowledgebase. Reports available are: <ul style="list-style-type: none">• Categories Summary• Popular Categories• Empty Categories 	Search Statistics View statistics about searches in your knowledgebase. Reports available are: <ul style="list-style-type: none">• Searches Summary• Popular Searches• Failed Searches 
Traffic Statistics View report of article views in your knowledgebase. 	Failed Login Statistics View report of failed login attempts in your knowledgebase. 

Figure 177: Knowledge Base Reports

Defining a Date Range

You can use the Date drop down under different statistics screen to specify the period for which you want to see the statistics. Select the option from the list and click on Show button next to it to show the statistics for the range you have selected.

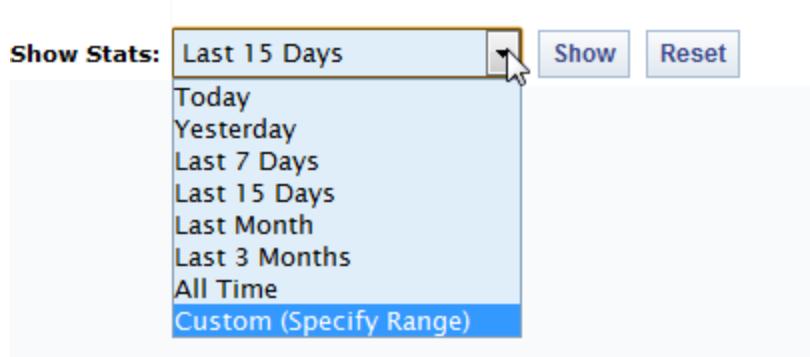


Figure 178: Statistics - Date Dropdown Menu

When you select Custom(Specify Range) you can define a range of your own choice. Select the start and date from the day, month and year dropdowns respectively, and click on Show button to see the statistics results for your custom range.

From Date: To Date:

Figure 179: Custom Date Options

Article Statistics

You can view the statistics/reports related to articles of your knowledgebase from the Article Statistics option of statistics tab or by clicking Articles link from Knowledge Base Reports page.

[Navigation Bar > Statistics > Article Statistics](#)

When you click on the Article Statistics option, PHPKB Knowledge Base Software displays the summary of your knowledgebase articles.

Articles' Summary

You can use this screen to see the overview of your articles. Either click on Summary tab from articles statistics or click on Articles Summary link from Knowledge Base Reports page.

[Navigation Bar > Statistics > Articles Statistics > Summary Tab](#)

Summary screen is divided into two parts. Left side is a tabular representation of various article facts explained in Table 35 and right side is a pictorial representation in form of bar graph showing different types of articles on X-axis and their count in knowledgebase on Y-axis. Move the mouse pointer on any bar to view number of articles of that type in knowledgebase.



Article Statistics

View statistics about articles in your knowledgebase. Reports are available in the form of interactive charts (for graphical analysis) as well as tabular (print-friendly) format.



Figure 180: Article Statistics – Summary Report

Article Statistics – Summary Report Explanation

Total number of articles	This is sum of all articles of different status (approved, featured, expired, saved drafts, deleted, pending, disapproved) of your knowledgebase.
Published Articles	Total of all the approved and featured articles of your knowledgebase.
Articles with Ratings	Total of all published articles which have been rated by KB users (end users).
Most Popular Article	Published article that has been viewed maximum number of times. Click on article title to preview article.
Most Rated Article	Displays published article that has received highest user rating. Click on article title to preview it.
Most Popular Author	An Admin user whose articles have been viewed maximum number of times.
Articles With Ratings <=2	This displays the total of all the published articles of your knowledgebase which have received average rating less than or equal to 2.
Articles With Ratings >2 & <=4	This is the total of all published articles of your knowledgebase with average rating greater than 2 and less than or equal to 4.
Articles with Rating > 4	This displays the total of all the published articles with rating higher than 4.
Article Subscribers	This displays the total number of people who have subscribed to your articles and also activated their accounts.

Table 35: Article Statistics – Summary Report Explanation

Popular Articles

This page displays the list of published articles arranged in high to low order according to number of times they have been viewed by KB users (end users). To view the popular articles click on either Popular Articles tab from Articles Statistics or Most Popular Articles link from Knowledge Base Reports page.

Navigation Bar > Statistics > Articles Statistics > Popular Articles Tab

Screen uses the tabular representation for showing details of articles with maximum number of views and pie chart to graphically exemplify the proportion of each article hits. The number of popular articles displayed, depends upon Record per Page setting under Manage Settings. Move the mouse pointer on any of the pie chart sector to view the Article ID and hits for that article. Moreover, you can find the popular articles for specific time period by using the date drop down menu.

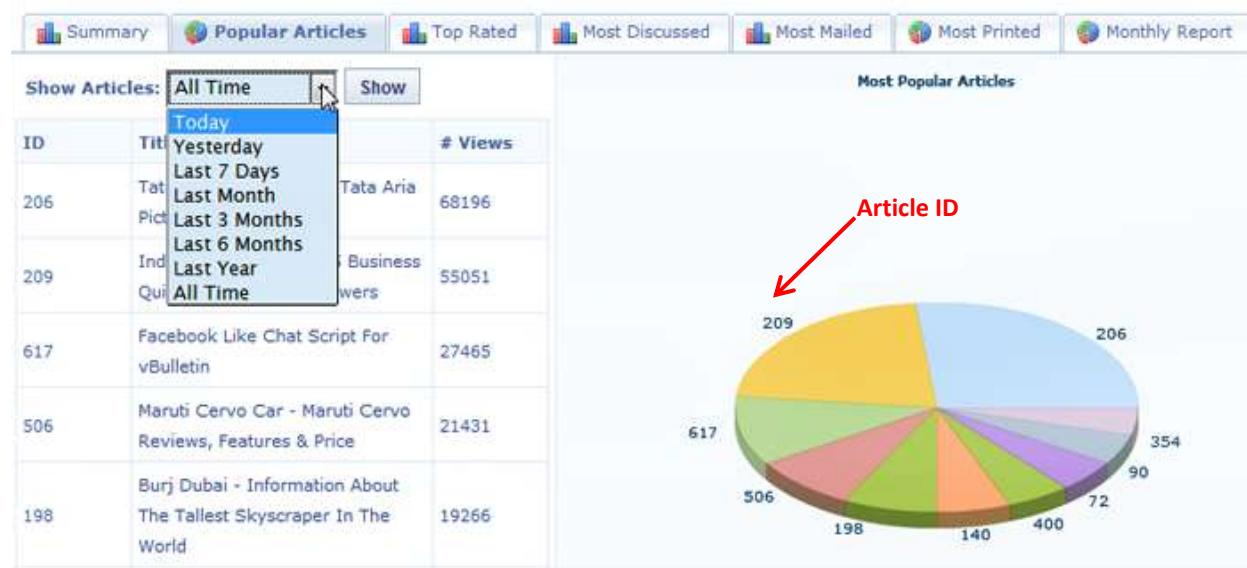


Figure 181: Article Statistics – Popular Articles

Article Statistics – Popular Articles Explanation

ID	This represents the ID of article in knowledgebase.
Title	This displays the article heading/name. Click on the article title to see its preview.
Views	This displays the number of times the article has been viewed by KB users.

Table 36: Article Statistics – Popular Articles Explanation

Top Rated Articles

Screen has list of published articles arranged in descending order according to average ratings they have received from KB users. To view the top rated articles click on either Top Rated Articles tab under Articles Statistics or Most Rated Articles link from Knowledge Base Reports page.

Navigation Bar > Statistics > Articles Statistics > Top Rated Tab

Screen contains details of highest rated articles and their graphical representation in form of bar graph. Horizontal side of graph represents the rating score and vertical side displays the ID of articles.

Bar color is different for each article to ease you in interpretation of graph. Move your cursor on bar to view the id and rating of an article.



Figure 182: Article Statistics – Top Rated Articles

Article Statistics – Top Rated Articles Explanation

ID	This represents the ID of article in knowledgebase.
Title	This displays the article heading/name. Click on the article title to see its preview.
Rating	This represents the average score (total rating score/number of votes) of the article.

Table 37: Article Statistics – Top Rated Articles Explanation

Most Discussed Articles

This report displays the published articles of your knowledgebase arranged in descending order according to the number of user submitted comments. The number of articles displayed, depends upon the Records per Page setting .

Click the Most Discussed Articles tab from Articles Statistics or click the Most Discussed Articles Link from Knowledgebase Reports page, to view the most discussed articles.

[Navigation Bar > Statistics > Articles Statistics > Most Discussed Tab](#)

Screen contains details of articles with maximum number of comments and their graphical representation in form of bar graph. Horizontal side of graph represents the Article Id and vertical side displays the comment count. The number of most discussed articles displayed on page, depends upon Record per Page setting under Manage Settings. Move the mouse pointer on any of the bar to view the

Article ID and comments for that article as shown in figure below. You can also find the most discussed articles for specific date range using the date drop down menu.



Figure 183: Article Statistics – Most Discussed Articles

Article Statistics – Most Discussed Articles Explanation

ID	This represents the ID of article in knowledgebase.
Title	This displays the article heading/name. Click on the article title to see its preview.
Comments	This displays the number of user-submitted comments for that article.

Table 38: Article Statistics – Most Discussed Articles Explanation

Most Mailed Articles

You can use this screen to see the list of articles arranged by the number of times they have referred to friend through email. To view the most mailed articles either click on Most Mailed tab under Articles Statistics or Most Mailed Articles link from Knowledge Base Reports page.

Navigation Bar > Statistics > Articles Statistics > Most Mailed Tab

Screen contains details of most mailed articles and their graphical representation in form of bar graph. Vertical side (Y-axis) represents the article Id and horizontal side represents number of times article mailed. Move the mouse pointer on any bar to view the article id and count(number of times article mailed to friend).



Figure 184: Article Statistics – Most Mailed Articles

Article Statistics – Most Mailed Articles Explanation

ID	This represents the ID of article in knowledgebase.
Title	This displays the article heading/name. Click on the article title to see its preview.
Status	This represents the article status. Click on it to go to Manage Articles page and to manage the articles of this status.
Mailed	This displays number of times article has been mailed.

Table 39: Article Statistics – Most Mailed Articles Explanation

Most Printed Articles

This page displays the list of articles arranged according to number of times they have been printed by KB users (end users) in high to low order. To view the most printed articles click on either Most Printed tab under Articles Statistics or Most Printed Articles link from Knowledge Base Reports page.

Navigation Bar > Statistics > Articles Statistics > Most Printed Articles Tab

Page displays the details of articles in tabular form and use pictorial representation in form of pie chart to represent each article's printed percentage share. Move the mouse pointer on any of the pie chart sector to view the Article ID and its printed percentage.

Article Statistics – Most Printed Articles Explanation

ID	This represents the ID of article in knowledgebase.
Title	This displays the article heading/name. Click on the article title to see its preview.
Status	This represents the article status. Click on it to view/ manage the article of this status.
Printed	This displays number of times article has been printed by KB users.

Table 40: Article Statistics – Most Printed Articles’ Interface Explanation



Figure 185: Article Statistics – Most Printed Articles

Monthly Report

You can use this screen to see the details of newly created or updated articles. Click on Monthly Report tab from articles statistics to view this report.

Navigation Bar > Statistics > Articles Statistics > Monthly Report Tab

You can also view the monthly report from Monthly Report link under Article Statistics from Knowledge Base Reports page. By default articles for the current month are shown but you can view the articles for month of your choice by selecting the month and year from the month and year drop down respectively and then click on Show button to view the articles (newly created and updated) for the month and year selected.

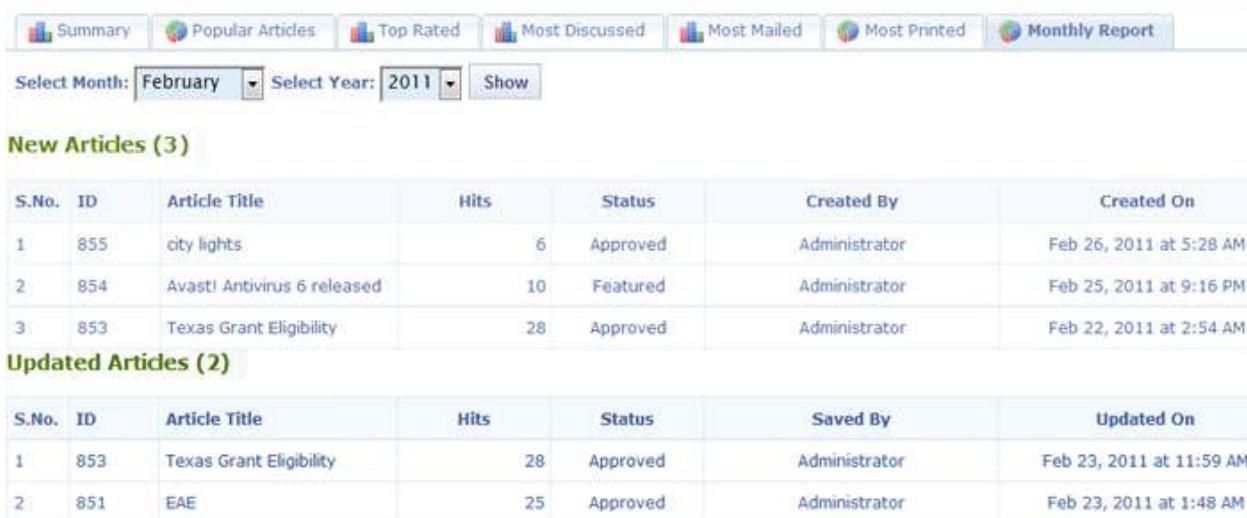


Figure 186: Article Statistics – Monthly Report

Article Statistics – Monthly Report	
Id	This represents the ID of article in knowledgebase.
Article Title	This displays the article heading/name. Click on the article title to see its preview.
Hits	This represents the number of times article viewed by KB users (end users).
Status	This represents the article status. Click on it to go to Manage Articles page to manage the article of this status.
Created By	Name of the admin user who wrote this article.
Created On	This column is displayed in case of newly created article representing the date and time details when article created.
Saved By	This represents the name of the admin user who has last updated the article.
Updated On	This column is displayed in case of updated articles representing the date and time details when article updated.

Table 41: Article Statistics – Monthly Report

Articles' Traffic Statistics

PHPKB knowledge base software comes loaded with traffic statistics for your knowledge base so that you can know which of the knowledge base articles are receiving maximum traffic (hits). You can drilldown the statistics for a given time period to see which articles are being viewed the most for the given time period. These traffic statistics are offered in both tabular as well as graphical format. Apart from the statistics, you also have the facility to know how much traffic your knowledge base is receiving from 3 major search engines (Google, Yahoo and Bing) and using what search keywords on the search engines.

Traffic Statistics

The report provides you a snap shot of visitor traffic, and lets you discover what is happening over your knowledge base. Traffic statistics provides details of who came, when is the most hits happening and how they (end users) searched your KB on the internet, which articles are mostly viewed. These numbers indicate how many visitors view the site each day, audience growth, and how the site has progressed since its formation. Using the information gathered here you could reconstruct the way visitors use your knowledge base and make necessary adjustments to your categories, content or keywords.

To see the traffic statistics click on Statistics tab of navigation bar, and then click on the Traffic Statistics.

[Navigation Bar > Statistics > Traffic Statistics](#)

Or

You can click the Traffic Statistics link on Knowledge Base Reports page.

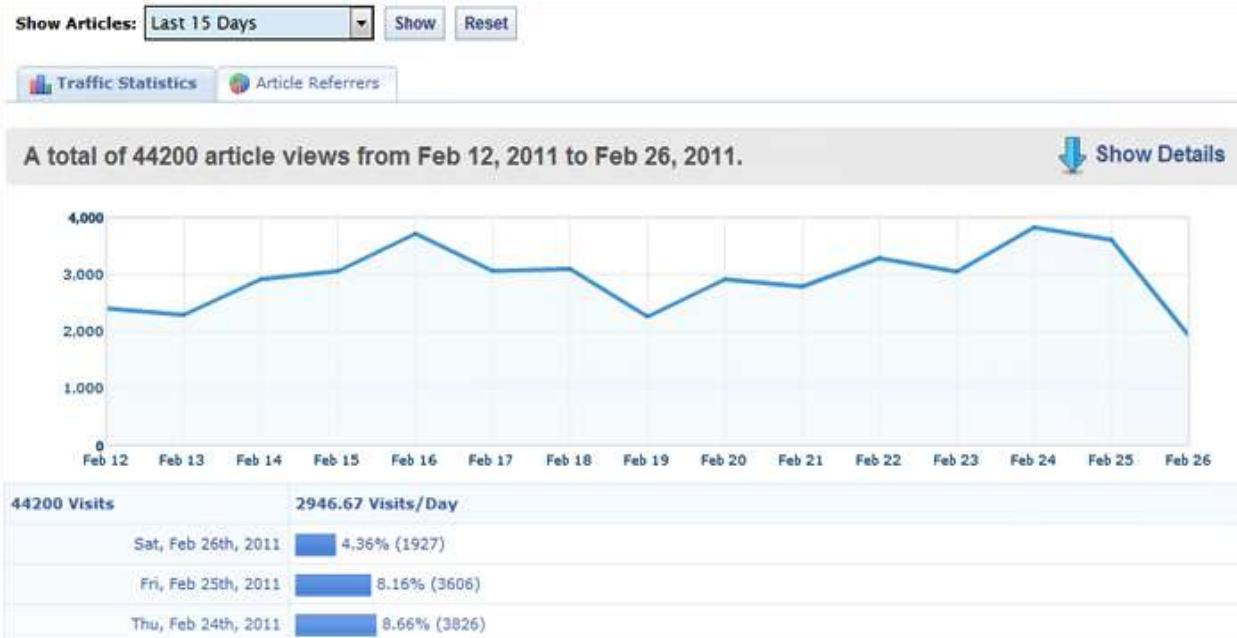


Figure 187: Traffic Statistics

The traffic statistics screen uses line graph to shows the hits (views) of articles. X-axis (horizontal) plots the time and Y-axis (vertical) shows the articles hits. You can use the date and time drop down to view traffic for your knowledgebase in different periods of time. It helps you in determining progress rate of your knowledge base. Table below the graph provides the average visits per day and per day percentage share of article hits.

Show details link provides you the list of articles viewed in the time period with their views as shown in figure below.

A total of 44200 article views from Feb 12, 2011 to Feb 26, 2011.		Hide Details
	Views	
1	5077	India Business Quiz - 45 Business Quiz Questions with Answers
2	3221	Tata Aria SUV Review - Tata Aria Pictures
3	1602	Facebook Like Chat Script for vBulletin
4	1573	Burj Dubai - Information About Preview Article Skyscraper In The World
5	1443	Maruti Cervo Car - Maruti Cervo Reviews, Features & Price
6	1411	Drink Coconut Water - Health Benefits of Coconut Water
7	1361	Quantitative Aptitude - Problems on Time and Work
615 Filtered Articles Under 990 Views		1980

Figure 188: Traffic Statistics - Details

Record filter feature allows you to filter records that have article hits less than the number specified by you in text box.

Article Referrers

Article referrer's statistics shows from where the request for article pages of your knowledgebase originated. The report provides you stats of where your visitors are coming from, how they found you, through which search engines and which keywords.

To see the article referrers click on Statistics tab of Navigation bar, and then click on article referrers tab from the traffic Statistics.

[Navigation Bar > Statistics > Traffic Statistics > Article Referrers](#)

Referrers are divided into five groups Google, Google (images), Yahoo, Bing and Others. You can see the referrers for the time period of your choice by using the date drop down. Referrers for the duration selected are displayed in tabular as well as graphical form using pie chart. Pie chart shows percentage share of each of referrer group.



Figure 189: Article Referrers Statistics

Article Referrers	
Referrer	Referrer is site/search engine that sent someone to your site through a link. PHPKB categorizes the referrers into five groups. Generally, visitors come from widely used search engines like Google, Google (images), Bing, and

	Yahoo; so PHPKB software gives you details of articles referred through them separately. Referrers except these are put into others group.
Hits	This displays the number of articles referred by the referrer. Click the toggle button to view the details of articles referred by referrer.
Percent	This is the referrer's percentage share.

Table 42: Article Referrers Report Explanation

S.No.	Referrer Host	Title	Date-Time
1	www.google.co.in	Burj Dubai - Information About The Tallest Skyscraper In The World	2011-02-28 12:33:51

Figure 190: Referrers Details

S.No.	Keywords	Title	Date Time
1	benifits of knowledge based system	Knowledge Base Benefits	2011-03-01 13:24:37

Figure 191: Referrers Details - 1

Article Referrers Details	
Referrer Host	The HTTP referrer host or search engine which redirected the user to an article in your knowledge base.
Keywords	The keywords used on search engine or Referrer Host to land at the article page in your knowledge base.
Title	Title of the article on which the user landed.
Date-Time	The date and time of user's arrival on that article.

Table 43: Details of Article Referrers Statistics

Category Statistics

You can view the statistics/reports related to your knowledgebase's article categories from the Category Statistics option of statistics tab or by clicking Categoies links from Knowledge Base Reports page.

[Navigation Bar > Statistics > Category Statistics](#)

When you click on the Category Statistics option, PHPKB Knowledge Base Software displays the summary of your knowledgebase categories.

Categories' Summary

You can use this screen to see the overview of your knowledge base categories. Either Click on Summary tab from Category Statistics or click on Categories Summary link from Knowledge Base Reports page.

[Navigation Bar > Statistics > Articles Statistics > Summary Tab](#)

Summary screen contain statistics related to various aspects of categories, and pictorial representaiton of those in form of pie charts. Different pie charts presented on page are explained below.

Private/Public Catgeories: This pie chart represents the percentage share of each type (Private/ Public) of category in knowledge base. Place your mouse over the pie chart sector to see its percentage share.

Visible/Hidden Categories: PHPKB Knowledge Base Software allows the admin users to change the status of category to hidden i.e.to hide it from your KB users(end users). This pie chart represents the ratio of visible and hidden categories in knowledge base. Like the Private/Public Categories, you can place your mouse over the sector to view its percentage share.

Parent/Sub-Categories: This pie chart represents the relationship of parent categories and sub-categories in the knowledge base. Categories at root level are called Parent Categories, and are visible on knowledge base's home page. Sub categories are those whose level (depth) is greater than zero in hierarchy.

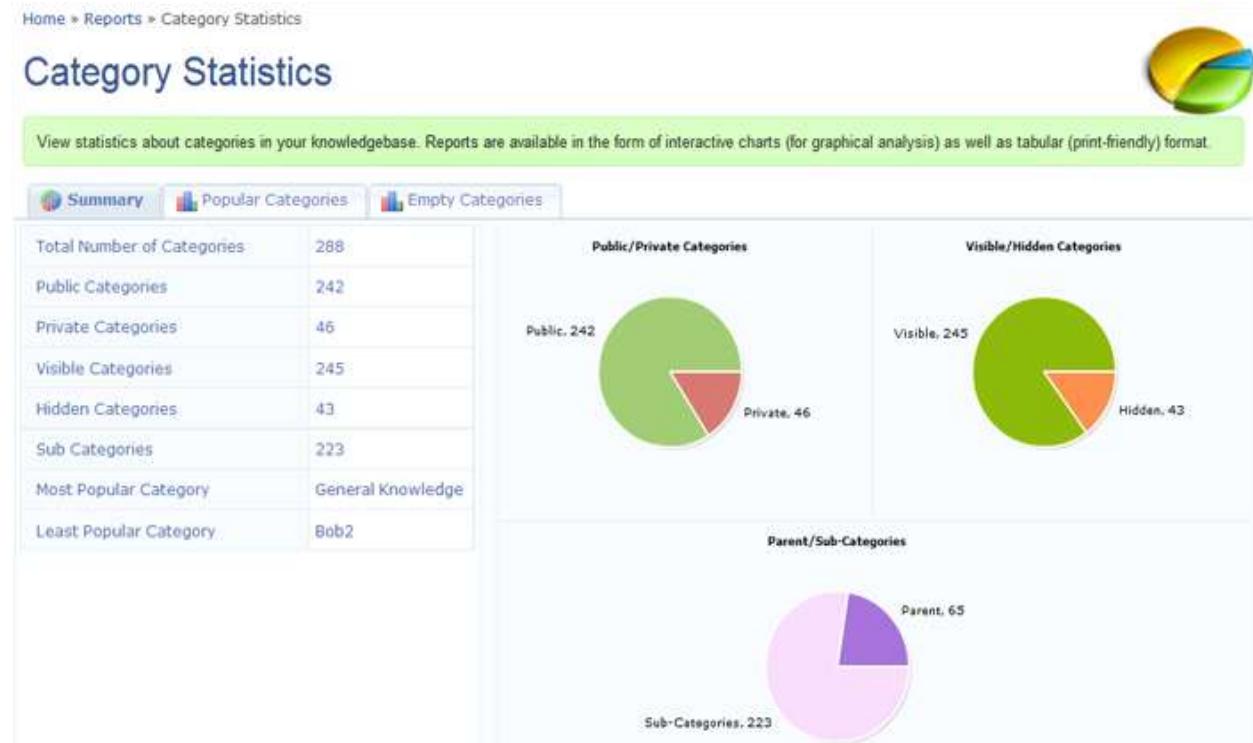


Figure 192: Category Statistics – Summary Report

Category Statistics – Summary Report	
Total Number of Categories	This represents the total of all the knowledgebase categories.
Public Categories	This is total of all public categories including both visible and hidden of your knowledge base.
Private Categories	This is total of all private categories including both visible and hidden of your knowledge base.
Visible Categories	This represents the total of private and public categories which are visible to knowledge base users.
Hidden Categories	This displays the total of private and public categories which exists in knowledgebase, but categories are not visible to knowledgebase users.
Sub Categories	This displays all the categories which have some parent category.
Most Popular Category	This represents category which has maximum number of views from all its articles.

Least Popular Category	This represents category which has minimum number of views from all its articles.
-------------------------------	---

Table 44: Category Statistics – Summary Report

Popular Categories

Use this screen to see information about your knowledge base's most-viewed article categories. Either Click on Popular Categories tab from Category Statistics or click on Popular Categories link from Knowledge Base Reports page.

Navigation Bar > Statistics > Category Statistics > Popular Categories

Screen represents tabular as well as graphical representation of categories. Pie chart represents the number of times articles in each category have been viewed. The number of popular categories displayed, depends upon Record per Page setting under Manage Settings. Move the mouse pointer on any of the pie chart sector to view the Category ID and its percentage share.

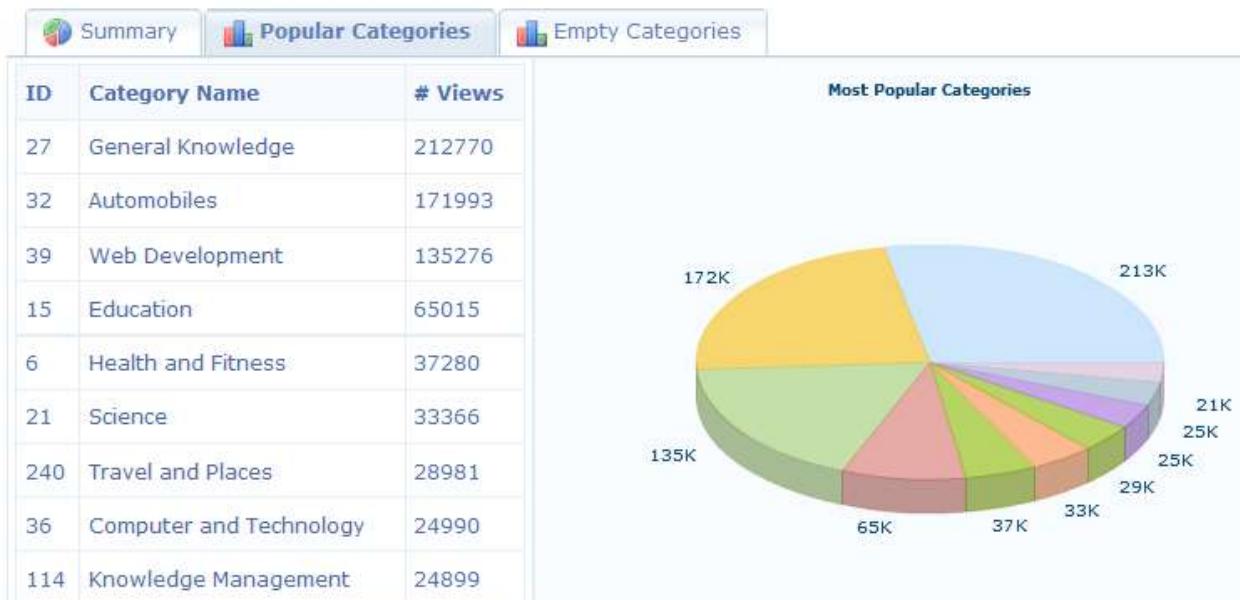


Figure 193: Category Statistics – Popular Categories

Popular Categories	
ID	This is ID of category in knowledge base.
Category Name	This displays the name of each category. Click the category name to view and manage this category under Manage Categories section.
Views	This is total of views/hits of all articles of this category.

Table 45: Category Statistics – Popular Categories

Empty Categories

This section represents the categories (Private and Public) that have no article under them. Empty category report reminds you about categories that need your attention. Either Click on Empty categories tab from Category Statistics or click on Empty Categories link from Knowledge Base Reports page.

Navigation Bar > Statistics > Articles Statistics > Popular Categories

Summary		Popular Categories		Empty Categories	
ID	Category Name	Category Type	# Articles	Created On	
330	Test B	 Parent Category	0	Tue, Jun 29th, 2010 at 4:10 PM	
331	Test A1	 Sub Category	0	Tue, Jun 29th, 2010 at 4:10 PM	
333	Test B1	 Sub Category	0	Tue, Jun 29th, 2010 at 4:10 PM	
334	Test B2	 Sub Category	0	Tue, Jun 29th, 2010 at 4:10 PM	
335	Test A11	 Sub Category	0	Tue, Jun 29th, 2010 at 4:14 PM	
336	Test A12	 Sub Category	0	Tue, Jun 29th, 2010 at 4:14 PM	

Figure 194: Category Statistics – Empty Categories

Empty Categories	
ID	This is the ID of category in knowledge base.
Category Name	This displays the name of each category. Click the category name to view and manage this category under Manage Categories section. Lock Icon  next to category name represents categories of private status.
Category Type	This displays the type of category. Parent Category means category is root category and Sub Category means category has depth more than 0 in the hierarchy.
Articles	Since the category is empty, it does not contain any articles so this displays 0 articles in the category.
Created On	Date and time details, when category was created in knowledgebase.

Table 46: Category Statistics – Empty Categories

User Statistics

To view the reports related to your knowledgebase's users, click the Statistics in the navigation bar, then click User Statistics.

Navigation Bar > Statistics > User Statistics

Or you can view user statistics from the User Statistics link of the Knowledge Base Reports page.

User's Summary

You can use this screen to see the overview of your knowledge base users. Either Click on Summary tab from User Statistics or click on Users Summary link from Knowledge Base Reports page.

Navigation Bar > Statistics > Users Statistics > Summary Tab

Summary screen shows details of different level of active and inactive users of your knowledgebase. Pie charts are used to graphically show their proportion in knowledgebase.

Admin Users: This pie chart represents the ratio of different Admin users.

Note: S represents Super users, E represents Editor, W represents Writers, T represents Translators (Translator level for admin users is available only in Multi-Language edition).

Active/Inactive Editors: This pie chart displays the ratio of active and inactive editor users. Active editors can log in to PHPKB Knowledge base's Control Panel, whereas inactive editors can't.

Active/Inactive Writers: This pie chart displays the ratio of active and inactive writers. Active writers can log in to PHPKB Knowledge base's Control Panel, whereas inactive writers can't.

Active/Inactive Members: This pie chart displays the ratio of active and inactive members. Members are KB users with accounts to view private categories and their articles. Active members can log in to knowledge base, whereas inactive members can't.



Figure 195: User Statistics – Summary Report

User Summary	
Total Admin Users	Total of all the admin users (super users, editors, writers, translators) of your knowledgebase.
Super users	This is the number of super user account in your knowledgebase. Super user has full control over the knowledgebase.
Editors	This is the number of editor accounts (active + inactive) in the knowledgebase. Editors are governor of all knowledgebase articles. <ul style="list-style-type: none"> ➤ Active Editors – This represents the number of editors who can access the admin control panel. ➤ Inactive Editors - This represents the number of editors who can't access the admin control panel.
Writers	This is the total of writer accounts (active + inactive) in your knowledgebase. Writers are producers of their own articles, literary content, documents. They can write articles but can't publish them. <ul style="list-style-type: none"> ➤ Active Writers– This is total of all writers who can log into the admin

	<p>control panel.</p> <ul style="list-style-type: none"> ➤ Inactive Writers— This is the total of all writers who can't log into the admin control panel.
Translators	<p>This is the total of translators (active + inactive) users, who are responsible for conversion of PHPKB front end into your custom language.</p> <ul style="list-style-type: none"> ➤ Active Translators — Number of translators who can log into the admin control panel and can customize languages. ➤ Inactive Translators — Number of translators who can't log into the admin control panel.
Total Front-End Users	Total of all the front end user accounts in the knowledgebase.
Members	<p>Total of member users accounts with knowledgebase. Member users can access the private categories and their articles for groups whom they are member of besides publically published articles.</p> <ul style="list-style-type: none"> ➤ Active Members - Number of members who can log in and can access private articles. ➤ Inactive Members — Number of members who can't login.
Most Popular Author	This represents the admin user (Super user/editor/writer) whose articles are most popular among KB users.

Table 47: User Statistics – Summary Report Explanation

Most Popular Authors

This page displays the list of users arranged in descending order according to their articles' popularity. Popularity is calculated on the basis of average views (total views of all articles of author/number of articles of author) of authors' articles. To view the most popular authors click on either Most Popular Authors tab under Users Statistics or Most Popular Authors link from Knowledge Base Reports page.

[Navigation Bar > Statistics > User Statistics > Most Popular AuthorsTab](#)

Pie chart on the screen represents the article posted by popular authors. Place your mouse over the sector to see the admin user's username and percentage share of articles.



Figure 196: User Statistics – Most Popular Authors

Most Popular Authors	
ID	This is ID of user in knowledge base.
Author Name	This displays the user's full name and user's username in square brackets. Click on it see the user details and contributions made by him.
Articles	Number of articles posted by the user.
Views	Sum of views of all the articles of the knowledgebase.

Table 48: User Statistics – Most Popular Authors

Article Contributors

You can use this screen to see the arranged list of active admin users who have posted articles in knowledgebase. To view the article contributors either click on Article Contributors tab from User Statistics under statistics tab of navigation bar or click on Article Contributors link from Knowledge Base Reports page.

[Navigation Bar > Statistics > User Statistics > Article Contributors Tab](#)

This piechart displays the number of articles posted by each user. Move the mouse pointer on any sector to view the username of admin user and article posted percentage.



Figure 197: User Statistics – Article Contributors

Article Contributors	
ID	This is ID of user in knowledge base.
Author Name	This displays the user's full name and user's username in square brackets. Click on it see the user details and contributions made by him.
Author Level	This represents the level of admin user in knowledgebase.
Articles	Shows the number of articles posted by the user. Click the toggle button to view the detail list of articles posted by user. List contains the article title and type of article in the knowledgebase. Click the article title to see its preview.

Table 49: User Statistics – Article Contributors

Recently Active Users

You can view the details of recently active members of your knowledgebase from this report. This will help you to keep track of knowledgebase users. To view the users login details Either Click on Recently Active Users tab from User Statistics or click on Recently Active Users link from Knowledge Base Reports page.

Navigation Bar > Statistics > User Statistics > Recently Active Users

Recently Active Users				
ID	Author Name	Username	Level	Last Login
1	Administrator	admin	Superuser	Sat, Feb 26th, 2011 at 3:25 PM
171	member1	member1	Member	Thu, Feb 24th, 2011 at 12:53 PM
170	member	member	Member	Thu, Feb 24th, 2011 at 11:44 AM

Figure 198: User Statistics – Recently Active Users

Recently Active Users	
ID	This is ID of user in knowledge base.
Author Name	This displays the user's full name. Click on it see the user details and

	contributions made by him.
Username	This represents the name admin user use to login into admin control panel.
Level	This represents the level (user privileges) of admin user in knowledgebase.
Last Login	Time and date details, user logged into the admin control panel last time.

Table 50: User Statistics – Recently Active Users

Search Statistics

On the search statistics page you'll get a report about which keywords or terms your KB users (end users) are search often. This represents the keywords searched and the details of successful and unsuccessful searched made for them.

To view statistics about the terms for which users of your knowledge base have searched, either click on Search Statistics tab from Navigation Bar or click on Search Statistics link from Knowledge Base Reports page.

Navigation Bar > Statistics > Search Statistics

Search Summary

Use this screen to see an overview of the terms for which users have searched in your knowledge base. You can view the search summary in two ways –

Click on Statistics tab in the navigation bar, and then click the Search Statistics. Click the summary tab.

Navigation Bar > Statistics > Search Statistics > Summary Tab

Or you can click the Statistics tab from navigation bar, and then click the Searches Summary link on the knowledge base reports page.



Figure 199: Search Statistics – Summary Report

Search Summary	
Total Searches	This is number of unique searches (Successful as well as unsuccessful) made

	by the KB users.
Successful Searches	This represents the unique successful searches made by the KB users.
Most Popular Search	This displays the term for which users of your knowledge base have searched most often and found result.
Failed Searches	This represents the unique searches made by the KB users for which no results were provided to users.
Most Failed Search	This displays the term for which users of your knowledge base have searched most often, that has not returned any search results.
Recently Successful Search	This represents the most recent term that users have searched in knowledge base and found the results.
Recently Failed Search	This represents the most recent term that users have searched in knowledge base, which has not returned any search results.
Delete	Click this if you want to delete the search details from the knowledgebase. You can delete successful or unsuccessful searches of specific time period.

Table 51: Search Statistics – Summary Report Explanation

Successful Searches

You can view the list of the terms for which users have searched in your knowledgebase, arranged in descending order of number of times they were searched.

To view the successful searches, click on Statistics tab in the Navigation Bar, and then click the Search Statistics. Click the Successful Searches tab.

[Navigation Bar > Statistics > Search Statistics > Successful Searches Tab](#)

Or click the successful searches link on the Knowledge Base Reports page.



Figure 200: Search Statistics – Successful Searches

Successful Searches	
ID	This is ID of search term in the database.
Search	This displays the term for which KB user(s) have searched. This is as typed by user(s).

Times Searched	This displays the number of times term have been searched by KB users.
Results	Represents the number of results (articles/news/categories) returned for the searched term.
Percentage Share	Graphical representation of percentage share of number of times each term searched.

Table 52: Search Statistics – Successful Searches

Failed Searches

You can view the list of the terms for which users have searched in your knowledgebase but that have not returned any search result, arranged in descending order of number of times they were searched. To view the unsuccessful searches either click Unsuccessful Searches link under Statistics tab or click the Unsuccessful searches link on the Knowledge Base Reports page.

Navigation Bar > Statistics > Search Statistics > Unsuccessful Searches Tab

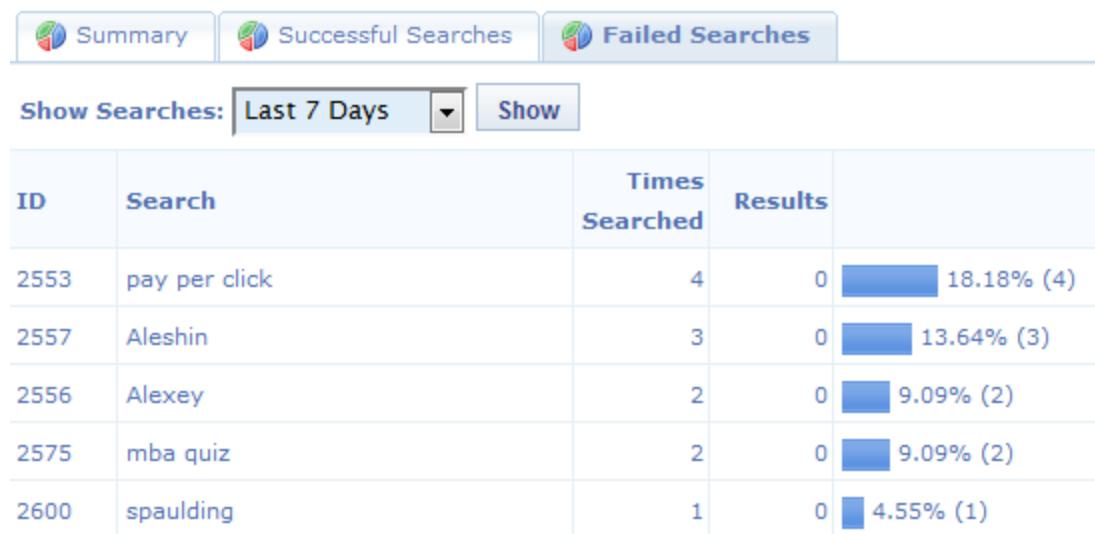


Figure 201: Search Statistics – Failed Searches

Failed Searches	
ID	This is ID of search term in the database.
Search	This displays the term for which KB user(s) have searched. This is as typed by user(s).
Times Searched	This displays the number of times term have been searched by KB users.
Results	Represents the number of results returned for the searched term.
Percentage Share	Graphical representation of percentage share of number of times each term searched.

Table 53: Search Statistics – Failed Searches

Failed Login Statistics

You can see the list of unsuccessful login attempts, arranged in descending order of date and time on which attempt made. You can avoid intrusion into your system, if you regularly monitor this statistics.

To see the failed login statistics click on Statistics tab of navigation bar, and then click on the Failed Login Statistics.

Or you can click the Failed Login Statistics link on knowledge base reports page.

Failed Login Statistics



This section is to view statistics about **failed login attempts** in your knowledgebase. Report is available only in the tabular (print-friendly) format.

Show Stats:

S.No.	Attempted Username	IP Address	Attempted On	# Attempts
1	demo	141.113.85.95	Fri, Feb 25th, 2011 at 7:13 PM	4
2	admin	217.121.130.139	Fri, Feb 25th, 2011 at 5:57 PM	2
3	admin	77.93.41.118	Fri, Feb 25th, 2011 at 3:01 PM	2
4	editor	171.161.48.16	Thu, Feb 24th, 2011 at 6:29 PM	0

Figure 202: Failed Login Statistics

Failed Login Statistics Explanation

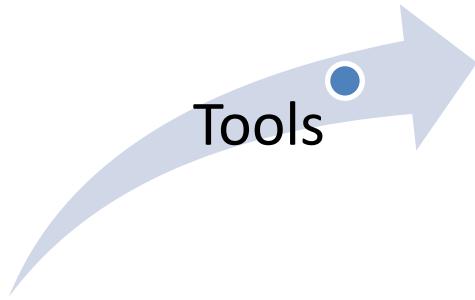
Attempted Username	Name used as username for login.
IP Address	This represents the IP address of the user who attempted to login.
Attempted On	Time and Date details when the attempt to login made.
Attempts	Number of times, the person with same IP address tried to log in.

Table 54: Failed Login Statistics Explanation

You can also delete the failed login attempts unwanted data from the database by using delete options provided at the bottom. Choose the period you want to delete data and then click the delete button.

Choose...
Today
Yesterday
Last 7 Days
Last 15 Days
Last Month
Last 3 Months
All Time

Delete:



Tools

This section contains:

[Manage Settings \(175\)](#)

[Optimize Database \(195\)](#)

[KB Backup \(196\)](#)

[Sitemap Generator \(197\)](#)

MANAGE SETTINGS

Manage Settings area of the admin control panel is a centralized location where all major components and modules that make up PHPKB Knowledge Base Software can be configured. Here, many of the PHPKB's advanced features can be fully configured or even turned on/off. Settings are divided into 5 sub-sections to categorize them properly.

To access the settings and configuration area, click on the Manage Settings option under tools tab.

[Navigation Bar > Tools > Manage Settings](#)

You can also access the Manage Settings section from the Shortcut Links or directly from Admin control panel's top links.

PHPKB Settings

This section allows you to configure general settings relevant to the PHPKB such as knowledgebase name, knowledgebase URL, license up gradation etc. You can access the PHPKB Settings by clicking on PHPKB settings tab under Manage Settings.

[Navigation Bar > Tools > Manage Settings > PHPKB Settings](#)

The PHPKB settings page is categorized into five parts.

- **General Settings**
- **Product Details**
- **Knowledgebase Settings**
- **Mail Server Settings**
- **Database Settings**

General Settings



Figure 203: PHPKB Settings - General Settings

PHPKB Settings

General Settings

Down for Maintenance?	If checked will display down for maintenance page to KB users (end)
-----------------------	---

users) instead of knowledgebase details. During system enhancements, you can check this option and uncheck it later on to let KB users' access knowledgebase.

Table 55: PHPKB Settings - General Settings Explanation

Product Details

Product Details	
Software Version	PHPKB 6.0 ML (Multi-Language)
Admin Users	5 (Upgrade License) Enter Upgrade License Key
Upgrade License Key	<input type="text"/> Upgrade License
Support & Maintenance Period Till	Nov 13, 2011 (255 days left) - Extend Support Subscription Enter Extended Support License
Extend Support Period	<input type="text"/> Extend
	<input checked="" type="checkbox"/> Show Dashboard Notification

Figure 204: PHPKB Settings - Product Details

PHPKB Settings

Product Details

Software Version	This displays the version of PHPKB knowledgebase installed on your server.
Admin Users	This displays the admin user license you have. You can click on Enter Upgrade License Key if you don't have Unlimited user license and you want to upgrade admin users license.
Upgrade License Key	Enter the Upgrade License Key you have received from the vendor and click the Upgrade License button.
Support and Maintenance Period Till	This displays the days after which support and maintenance period will expire. PHPKB Knowledge Base comes with one year free full maintenance and support. Click on Extend Support Subscription link to send the mail to sales department for extending the support period.
Extend Support Period	Click on Enter Extended Support License toggle link to see this field and enter the license key you received from vendor for increasing support period.
Show Dashboard Notifications	If checked will remind you about Support Period Validation in form of dashboard notification as shown in figure.

Support Period Valid Till - Nov 13, 2011 (255 days left)

Table 56: PHPKB Settings - Product Details

Knowledgebase Settings

Knowledgebase Settings		
Knowledgebase Name	PHPKB Knowledge Base (Multi Language)	✓
Knowledgebase URL	http://laptop-acer1/PHPKBV6-sell-ml	✓

Figure 205: PHPKB Settings - Knowledgebase Settings

PHPKB Settings

Knowledgebase Settings	
Knowledgebase Name	Enter the name of your knowledge base. This name displays at the top of each of your knowledge base's page. This name is used as the From Name e-mail field for outgoing e-mails.
Knowledgebase URL	This is the installation URL of the PHPKB. Enter the new knowledgebase URL in case you have changed your server. Note: The product will not work properly if the product URL value is incorrect.

Table 57: PHPKB Settings - Knowledgebase Settings Explanation

Mail Server Settings

Mail Server Settings	
Outgoing Mail Server (SMTP)	<input checked="" type="radio"/> Default (Use my current SMTP Server) ? <input type="radio"/> Advanced (Use settings specified below) ?

Figure 206: PHPKB Settings - Mail Server Settings

PHPKB Settings

Mail Server Settings

Outgoing Mail Server(SMTP)	<p>This field controls the email server used for PHPKB knowledge base's mail functions.</p> <p>With Default option PHPKB Software will use the internal PHP mail function to send emails.</p> <p>Select Advanced option to specify the own SMTP (Simple Mail Transfer Protocol) server details. Enter the SMTP settings in the fields that display.</p>
SMTP Hostname	Enter either the Fully Qualified Domain name (e.g. mail.domain.com) or the IP address (e.g. 192.168.0.1) of your SMTP server.
SMTP Username	If your SMTP server requires authentication, then you need to provide

	the login username in order to connect to the SMTP server and send the emails.
SMTP Password	If your SMTP server requires authentication, then you need to provide the login password in order to connect to the SMTP server and send the emails.
SMTP Port	You need to specify the Port number on which your SMTP server is listening. The default Port number is 25.

Table 58: PHPKB Settings - Mail Server Settings Explanation

Database Settings

Database Settings	
MySQL Details Detected	Server Version: 5.1.33-community Host Information: localhost via TCP/IP Client Information: 5.0.51a
MySQL Hostname	<input type="text" value="localhost"/>
MySQL Username	<input type="text" value="root"/>
MySQL Password	<input type="password"/>
MySQL Database Name	<input type="text" value="phpkbv6_ml_mahon"/>

Figure 207: PHPKB Settings - Database Settings

PHPKB Settings

Database Settings

MySQL Details Detected	This displays the information about your database server.
MySQL Hostname	Enter the name of the server where your MySQL database is located. Note: Hostname is usually localhost.
MySQL Username	Enter the username you use to log into the database.
MySQL Password	Enter the password you use to log into the database.
MySQL Database Name	This is the name of your MySQL database.

Table 59: PHPKB Settings - Database Settings Explanations

Feature Settings

This section allows you to configure feature settings relevant to the PHPKB. You can control the display and functioning of public section pages (home page, news page, articles page, category page, contact page etc.) through these settings. You can access these settings by clicking on Feature Settings tab under Manage Settings.

[Navigation Bar > Tools > Manage Settings > Feature Settings](#)

The Feature settings page is categorized into eight parts.

- **Home Page Settings**
- **Subscribe to Knowledgebase**
- **Category Page**
- **News Page**
- **Login Page**
- **Comment Settings**
- **Glossary Settings**
- **Contact Page Settings**

Home Page Settings

 Feature Settings	
 PHPKB Settings	 Article's Settings
 Miscellaneous Settings	
Home Page Settings	
Show Categories Columns	<input style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;" type="button" value="3"/> (Display in Number of Columns)
Sort Categories By	<input checked="" type="radio"/> Alphabetic Order <input type="radio"/> Priority ?
Category Articles Count	<input checked="" type="radio"/> Show <input type="radio"/> Hide
Display Featured Articles	<input checked="" type="checkbox"/>
.... Number of Featured Articles	<input type="text" value="5"/>
Display Most Popular Articles	<input checked="" type="checkbox"/>
.... Number of Popular Articles	<input type="text" value="5"/>
Display Recently Added Articles	<input checked="" type="checkbox"/>
.... Number of Recent Articles	<input type="text" value="5"/>
Display Top Rated Articles	<input checked="" type="checkbox"/>
.... Number of Rated Articles	<input type="text" value="5"/>

Figure 208: Feature Settings - Home Page Settings

Feature Settings

Home Page Settings

Show Categories Columns	This is the number of columns you wish to arrange the knowledgebase categories of home page into.
Sort Categories By	Alphabetic Order - This option sorts the categories of knowledgebase by their names. Priority Order - With this option, categories are sorted according to priorities assigned to them.
Category Articles Count	Show option will display the count of all the articles under it and

	<p>its subcategories next to category name  Automobile (5), vice A versa for hide option.</p> <p>Note: Deeply nested knowledgebase structures can be very resource intensive.</p>
Display Featured Articles	Check this if you want to display “Featured Articles” section on your Knowledge base’s home page.
.... Number of Featured Articles	Enter the number of articles you want to display in the “Featured Articles” section of your knowledge base’s home page.
Display Most Popular Articles	Check this if you want to display “Popular Articles” section on your Knowledge base’s home page.
.... Number of Popular Articles	Enter the number of articles you want to display in the “Popular Articles” section of your knowledge base’s home page.
Display Recently Added Articles	Check this if you want to display “Recently Added Articles” section on your Knowledge base’s home page.
.... Number of Recent Articles	Enter the number of recently published articles, you want to display in the “Recently Added Articles” section of your knowledgebase.
Display Top Rated Articles	Check this if you want to display “Top Rated Articles” section on your Knowledge base’s home page.
.... Number of Rated Articles	Enter the number of highest voted articles, you want to display in the “Top Rated Articles” section of your knowledge base’s home page.

Table 60: Feature Settings - Home Page Settings Explanation

Subscribe to Knowledgebase



Enable Subscribe to KB

Figure 209: Feature Settings - Subscribe to Knowledgebase Settings

Feature Settings

Subscribe to Knowledgebase

Enable Subscribe to KB	If checked, Subscribe to Knowledgebase section is visible to KB users (end user) for subscribing to knowledgebase and get notified when knowledge base articles are published or edited.
------------------------	--

Table 61: Feature Settings - Subscribe to Knowledgebase Settings Explanation

Category Page Settings

Category Page			
Sort Articles By	<input checked="" type="radio"/> Popularity	<input type="radio"/> Alphabetic Order	<input type="radio"/> Update Date Time
Sort Order	<input checked="" type="radio"/> Descending	<input type="radio"/> Ascending	

Figure 210: Feature Settings - Category Page Settings

Feature Settings

Category Page

Sort Articles By	Popularity - Choose this option, if you want articles of category are sorted by the number of times they have been viewed. Alphabetic Order - With this option articles are sorted by article titles. Update Date Time - With this option, articles of category will be sorted by the dates they are updated on.
Sort Order	Ascending – This displays the sorted articles in ascending order. Descending - This displays the sorted articles in descending order. For instance, if you have chosen Popularity in Sort Articles By and Descending in Sort Order then articles are displayed in decreasing order of their hits.

Table 62: Feature Settings - Category Page Settings Explanation

News Page Settings

News Page	
Enable News Page	<input checked="" type="checkbox"/>
Display Home Page News	<input checked="" type="checkbox"/>
.... Number of News	<input type="text" value="3"/>

Figure 211: Feature Settings - News Page Settings

Feature Settings

News Page

Enable News Page	If checked will display News link in knowledgebase header and corresponding news page in the knowledgebase.
Display Home Page News	If checked, displays the recent news headlines on knowledge base's home page.

... Number of News	Enter the number of news headlines you want to display in the "News & Announcements" section of your knowledge base's home page.
--------------------	--

Table 63: Feature Settings - News Page Settings Explanation

Login Page Settings

Login Page (Option to Login as a 'Staff')	
Enable Login Page	<input checked="" type="checkbox"/>

Figure 212: Feature Settings - Login Page Settings

Feature Settings

Login Page

Enable Login Page	If enabled will display Login link in knowledgebase header and KB Member users will be able to login to knowledgebase and access private categories.
-------------------	--

Table 64: Feature Settings - Login Page Settings Explanation

Comment Settings

Comments Settings	
Enable Article Comments	<input checked="" type="checkbox"/> 
Auto Approve Comments	<input type="checkbox"/> 
Send Approval Notification	<input checked="" type="checkbox"/> 
Email Privacy Protection	<input checked="" type="checkbox"/> 

Figure 213: Feature Settings - Comment Settings

Feature Settings

Comments Settings

Enable Article Comments	If checked, will allow the KB users (end users) to post comments on articles of your knowledgebase.
Auto Approve Comments	If enabled, PHPKB Knowledge Base Software approves the every incoming comment automatically and makes it visible to user immediately. But as all comments are not desirable, by default this option is not enabled to let you approve the comments manually.
Send Approval Notification	If enabled, PHPKB Knowledge Base Software sends the email notification to the users when their comments are approved.
Email Privacy Protection	If enabled, user comments will be published with user names, but

mailto option on user names is not enabled.

Table 65: Feature Settings - Comment Settings

Glossary Settings

Glossary Settings	
Enable Glossary Page	<input checked="" type="checkbox"/>
Autolink Glossary Terms	<input checked="" type="checkbox"/>

Figure 214: Feature Settings - Glossary Settings

Feature Settings

Glossary Settings

Enable Glossary Page	If enabled will display Glossary link in knowledgebase header and allow the KB users to view the Glossary page of your knowledgebase.
Auto link Glossary Terms	Glossary Terms are auto linked with articles' content if this option is checked. Refer Glossary on page 123 for details.

Table 66: Feature Settings - Glossary Settings Explanation

Contact Page Settings

Contact Page Settings	
Enable Contact Page	<input checked="" type="checkbox"/>
Send Contact Email	<input checked="" type="checkbox"/>
Contact Email Address	admin@in.com
Enable Instant Suggestions	<input checked="" type="checkbox"/> (With Instant Question Suggestions)

Figure 215: Feature Settings - Contact Page Settings

Feature Settings

Contact Page Settings

Enable Contact Page	If enabled will display Ask Question link in knowledgebase header and allow the KB users to post their questions.
Send Contact Email	If enabled, email will be sent on email address specified in Contact Email Address field when KB user asks a question; else only ticket will be created.
Contact Email Address	Enter the Email address on which contact page notification will be sent and which will be used as the default "From" address in the

	outgoing emails.
Enable Instant Suggestions	If enabled, instant suggestions of articles will be displayed to KB users when they type the content for the question. Refer Tickets on page 107 for details.

Table 67: Feature Settings - Contact Page Settings Explanation

Article's Settings

You can manage settings related to article in this section. Article options and features can be controlled through these settings. You can access these settings by clicking on Article Settings tab under Manage Settings.

Navigation Bar > Tools > Manage Settings > Article's Settings

The article settings page is categorized into four parts.

- **Article Options**
- **Article Features**
- **Meta Description**
- **RSS Feed Settings**

Article Options

 PHPKB Settings	 Feature Settings	 Article's Settings	 Miscellaneous Settings
(-) Article Options			
Enable Add Favorite	<input checked="" type="checkbox"/> (For Logged In KB Users)		
Enable Print Article	<input checked="" type="checkbox"/>		
Enable Email Article	<input checked="" type="checkbox"/>		
Enable Export to MS Word	<input checked="" type="checkbox"/>		
Enable Export to PDF	<input checked="" type="checkbox"/>		
Enable Subscribe to Article	<input checked="" type="checkbox"/>		
Enable Bookmark Article	<input checked="" type="checkbox"/>		
Enable Digg Bookmark	<input checked="" type="checkbox"/>		
Enable Stumble Upon	<input checked="" type="checkbox"/>		
Enable Twitter	<input checked="" type="checkbox"/>		
Enable Del.icio.us Bookmark	<input checked="" type="checkbox"/>		
Enable Facebook Share	<input checked="" type="checkbox"/>		

Figure 216: Article's Settings - Article Options Settings

Article Settings

Article Options

Enable Add Favorite	Select this, if you want the logged in KB users to mark articles as favorite. When you select this option Add to Favorites link displays in each article page as shown below.  Add to Favorites When KB member clicks on the link article is added to their favorites and link changes to Remove from favorites.  Remove from Favorites
Enable Print Article	If checked, Print Article Link will be visible on each article page and KB users will be able to print the article.  Print Article
Enable Email Article	Select this if you want users to be able to email articles to others. When you select this option, Email Article to Friend link displays on article page.  Email Article to Friend
Enable Export to MS Word	If selected, Export to MS Word link will be displayed and KB users (end users) will be able to able to export article as word document.  Export to MS Word
Enable Export to PDF	If selected, Export to MS Word link will be displayed and KB users (end users) will be able to able to export article as PDF document.  Export to PDF
Enable Subscribe to Article	If selected, Subscribe to Article link will be displayed and KB users will be able to subscribe to article.  Subscribe to Article
Enable Bookmark Article	If enabled, Bookmark Article link will be displayed and KB users (end users) will be able to store address of article in browser's bookmark list so that the user can easily return to the article page.  Bookmark Article (CTRL-D)
Enable Digg Bookmark	If enabled, Digg It link will be displayed and KB users will be able to share article with other users of social networking site Digg.

	 Digg It
Enable Stumble Upon	If enabled, Stumble Upon link will be displayed and KB users will be able to share article with other users of social networking site Stumble Upon.  Stumble Upon
Enable Twitter	If enabled, Tweet this Article link will be displayed and KB users will be able to tweet the article and share with other twitter users.  Tweet This Article
Enable Del.icio.us Bookmark	If enabled, KB users will be able to share article on del.icio.us.  Del.icio.us
Enable Facebook Share	If enabled, KB users will be able to share article on Facebook.  Share

Table 68: Article's Settings - Article Options Settings Explanation

Article Features

 Article Features	
Enable Custom Fields Display	<input checked="" type="checkbox"/>
Enable Article Rating	<input checked="" type="checkbox"/>
Enable Hits Display	<input checked="" type="checkbox"/>
Enable Article Author Display	<input checked="" type="checkbox"/>
Show Author Email as Link	<input checked="" type="checkbox"/>
Enable Related Articles	<input checked="" type="checkbox"/>
... Number of Related Articles	<input type="text" value="10"/>
Show Related Articles Randomly	<input checked="" type="checkbox"/>

Figure 217: Article's Settings - Article Features' Settings

Article Settings

Article Features	
Enable Custom Fields Display	If enabled, custom fields' data will be displayed with articles. See Custom Fields on page61 for details.
Enable Article Rating	If enabled, KB users will be able give feedback (votes) on articles.

	When you select this, Article Rating box displays on each article page.
	
Enable Hits Display	If enabled, article views (hits) will be displayed for each article in article list and on article page.
Enable Article Author Display	If enabled, name of the article author will be displayed on article page.
Show Author Email as Link	If enabled, KB users will be able to send mails to author of article.
Enable Related Articles	Select this, if you want to display articles related to article on article page.
.... Number of Related Articles	Enter the number of related articles you want to display under Related Articles section on article page.
Show Related Articles Randomly	If not selected, related articles will be displayed according to their status; featured then approved; else selected articles are displayed arbitrarily.

Table 69: Article's Settings - Article Features' Settings Explanation

Meta Description

Meta Description		
Meta Description Source	<input checked="" type="radio"/> Article Title	<input type="radio"/> Article Description (First 150 Characters)

Figure 218: Article's Settings - Meta Description Settings

Article Settings

Meta Description

Meta Description Source	Enter the source of Meta Description tag's content for articles with empty article description field. Select Article Title , if you want to display title of article as content of Meta Description tag. Select Article Description , if you want to display first 150 characters of article content as contents of Meta Description tag.
-------------------------	---

Table 70: Article's Settings - Meta Description Settings Explanation

RSS Feed Settings

RSS Feed Settings	
Enable Category Feed	<input checked="" type="checkbox"/>
Enable Featured Articles Feed	<input checked="" type="checkbox"/>
Enable Popular Articles Feed	<input checked="" type="checkbox"/>
Enable Recent Articles Feed	<input checked="" type="checkbox"/>
Enable Rated Articles Feed	<input checked="" type="checkbox"/>
Enable Related Articles Feed	<input checked="" type="checkbox"/>

Figure 219: Article's Settings - RSS Feed Settings

Article Settings

RSS Feed Settings

Enable Category Feed	If enabled, RSS feeds of articles of category will be available via the end user interface.
Enable Featured Articles Feed	If enabled, RSS feeds of featured articles will be available via the end user interface.
Enable Popular Articles Feed	If enabled, RSS feeds of popular articles will be available via the end user interface.
Enable Recent Articles Feed	If enabled, RSS feeds of recent articles will be available via the end user interface.
Enable Rated Articles Feed	If enabled, RSS feeds of voted articles will be available via the end user interface.
Enable Related Articles Feed	If enabled, RSS feeds of related articles will be available via the end user interface.

Table 71: Article's Settings - RSS Feed Settings Explanation

Miscellaneous Settings

Miscellaneous Settings allows you to manage Security settings such as login attempts allowed to admin users, search settings, file upload settings, Meta tags settings, SEO friendly URLs Settings and paging related settings. You can access these settings by clicking on Miscellaneous Settings tab under Manage Settings.

Navigation Bar > Tools > Manage Settings > Miscellaneous Settings

The article settings page is categorized into seven parts.

- **Login Attempts**
- **Search Settings**
- **File Upload Settings**
- **Miscellaneous Settings**
- **SEO Friendly URLs Setting**
- **PHPKB Meta Tag Settings**
- **Admin Section Settings**

Login Attempts

The screenshot shows a horizontal navigation bar with four tabs: PHPKB Settings, Feature Settings, Article's Settings, and Miscellaneous Settings. Below this is a section titled "Login Attempts (For Secure Login)". It contains two input fields: one for "Wrong Login Attempts" with a value of 5, and another for "Prevent Login for" with a value of 15 (in mins.).

# Wrong Login Attempts	5
Prevent Login for	15 (in mins.)

Figure 220: Miscellaneous Settings - Login Attempts Settings

Miscellaneous Settings

Login Attempts

Wrong Login Attempts	Enter the number of times user can try to login before they are locked out in case of wrong login credentials.
Prevent Login for	Enter the period of time for which users remain locked out once they are blocked. After the time period elapsed, user may attempt to log in again.

Table 72: Miscellaneous Settings - Login Attempts Settings Explanation

Search Settings

The screenshot shows a horizontal navigation bar with four tabs: PHPKB Settings, Feature Settings, Article's Settings, and Miscellaneous Settings. Below this is a section titled "Search Settings". It contains three input fields: "Results Per-Page" set to 10, "Search Custom Fields" checked, and "Search File Attachments?" checked.

Search Settings	
Results Per-Page	10
Search Custom Fields	<input checked="" type="checkbox"/>
Search File Attachments?	<input checked="" type="checkbox"/>

Figure 221: Miscellaneous Settings - Search Settings

Miscellaneous Settings

Search Settings

Results Per-Page	Enter the number of records you want to display per page for news, favorites and search results.
Search Custom Fields	If enabled, KB users (end users) will be able to search keywords in

	custom fields of articles under advanced search.
Search File Attachments?	If enabled, KB users will be able to search keywords in file attachments of articles under advanced search.

Table 73: Miscellaneous Settings - Search Settings Explanation

File Upload Settings

File Upload Settings	
Upload File Size Limit	64 MB 
Maximum File Size Allowed	<input type="text" value="5 MB"/> 

Figure 222: Miscellaneous Settings - File Upload Settings

Miscellaneous Settings

File Upload Settings

Upload File Size Limit	This specifies the maximum size of file(s) your server allows you to upload at one time. Upload file size limit is controlled by upload_max_filesize variable in php.ini file.
Maximum File Size Allowed	Admin users are not able to upload files larger than the size selected. In case unlimited option is selected, maximum file size will be equivalent to Upload File Size limit.

Table 74: Miscellaneous Settings - File Upload Settings Explanation

Miscellaneous Settings

Miscellaneous Settings	
Enable Version History	<input checked="" type="checkbox"/>
Use WYSIWYG Editor?	<input checked="" type="checkbox"/>
Enable CAPTCHA	<input checked="" type="checkbox"/>
Enable Article Select-Copy	<input checked="" type="checkbox"/> 

Figure 223: Miscellaneous Settings

Miscellaneous Settings

Miscellaneous Settings

Enable Version History	If enabled, PHPKB Software will create versions of articles when they will be updated. Refer Article Versions on page 49.
Use WYSIWYG Editor?	If enabled, admin users will be able to use What You See Is What You Get editor when creating articles or news.

Enable CAPTCHA	If enabled CAPTCHA field will be displayed to KB users where they can submit information to PHPKB Knowledge Base Software.
Enable Article Select-Copy	If enabled, then would enable any KB user to select and copy article content. By default, no one has privilege to select and copy the article content.

Table 75: Miscellaneous Settings Explanation

SEO Friendly URL's Settings

SEO Friendly URL's Settings	<input checked="" type="checkbox"/>
SEO Friendly URL's	<input checked="" type="radio"/> Professional SEO URL's eg: (http://www.articlediary.com/article/article-title-is-here-1.html) <input type="radio"/> Simple SEO URL's eg: (http://www.articlediary.com/article/article-title-is-here.html) <input type="radio"/> Classic SEO URL's eg: (http://www.articlediary.com/article-1.html)

Figure 224: Miscellaneous Settings - SEO Friendly URL's Settings

Miscellaneous Settings

SEO Friendly URL's Settings	If enabled, PHPKB knowledgebase creates the HTML pages for each article/category/news and article/news/category page URL will be based on their title. These URLs are searched by search engines, and can increase your page ranking.
SEO Friendly URL's	<p>PHPKB Knowledge Base Software allows you to choose between three types of SEO URLs.</p> <p>Professional SEO URL's – If you choose this URL will be displayed with title and id e.g. http://www.articlediary.com/article/article-title-is-here-1.html</p> <p>Simple SEO URL's - If you choose this URL will be displayed with title only as e.g. http://www.articlediary.com/article/article-title-is-here.html</p> <p>Classic SEO URL's If you choose this URL will be displayed with article/category/news keyword and id e.g. http://www.articlediary.com/article-1.html</p>

Table 76: Miscellaneous Settings - SEO Friendly URL's Settings Explanation

PHPKB Meta Tag Settings

PHPKB Meta Tags Settings	
Meta Keywords	general knowledge, interesting articles, article directory ✖ (Max 100 Chars)
Meta Description	Article Diary Knowledge Base - Your Daily Dose of Cool, Interesting and Amazing General Knowledge Articles, Pictures and Videos to see when you are fr ✖ (Max 150 Chars)

Figure 225: Miscellaneous Settings - PHPKB Meta Tag Settings

Miscellaneous Settings

PHPKB Meta Tags Settings

Meta Keywords	Enter the keywords for Meta Keyword tag's content that will be displayed on every KB page of front end section. Meta Keyword tag on article page will take the keywords of article as its content.
Meta Description	Enter the description for Meta Description tag's content that will be displayed on every KB page of front end section. Meta Description tag on article page will take the description of article as its content if article has description else article's title/content based on Meta Description Source setting.

Table 77: Miscellaneous Settings - PHPKB Meta Tag Settings Explanation

Admin Section Settings

Admin Section Settings	
Records Per Page	<input type="text" value="10"/> ! (Minimum Value 15)

Figure 226: Miscellaneous Settings - Admin Section Settings

Miscellaneous Settings

Admin Section Settings

Records Per Page	Enter the number of records per page you want to display under admin section.
------------------	---

Table 78: Miscellaneous Settings - Admin Section Settings Explanation

AdSense Integration

PHPKB provides seamless integration of AdSense codes into your Knowledge Base Article System. Its Auto Insert feature inserts AdSense codes into each article automatically so that you can profit from visitors clicking on your ads. All you need to do is to simply specify your AdSense ID in the manage settings screen of Admin control panel. PHPKB automatically inserts the AdSense units color blended with rest of website into your knowledge base articles to get maximum click through rate. You can access these AdSense integration settings from AdSense Integration tab of Manage Settings.

Navigation Bar > Tools > Manage Settings > AdSense Integration

PHPKB Settings Feature Settings Article's Settings Miscellaneous Settings AdSense Integration

Google Adsense Settings

This setting will turn On/Off the display of Google Ads in every article of the knowledge base with your Adsense Publisher-ID.

Turn on Google Adsense?	<input type="checkbox"/>
Adsense Publisher's ID	<input type="text"/>
Adsense Channel ID	<input type="text"/> (Optional)
Ad Format	Text Ads <input type="button" value="▼"/>

(-) Suggested Ad Positions Chart (Ad Size vs Position). Click Here to Toggle.

Note: We strongly recommend that only suggested Ad Size & Ad Position combinations shown above are used for best results.

Ad Size\Ad Position	After Article Content	Before Article Content	Right Side
Banner (468x60)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wide Skyscraper (160x600)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Ad Border Color Code	<input type="text"/>	Ad Title Color Code	<input type="text"/>
Ad URL Color Code	<input type="text"/>	Ad Background Color Code	<input type="text"/>
Ad Text Color Code	<input type="text"/>		

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Figure 227: AdSense Integration Settings

AdSense Integration

Google AdSense Settings

Turn on Google AdSense?	This setting will turn On/Off the display of Google Ads in every article of the knowledge base with your AdSense Publisher-ID.
AdSense Publisher's ID	Enter the Publisher's ID (unique identification (ID) string) provided to you by Google.
AdSense Channel ID	Enter Google Channel Id.
Ad Format	Select the type of Ads that you want to display on article page. <input type="button" value="Text Ads"/> <input type="button" value="▼"/> <input type="button" value="Text Ads"/> <input type="button" value="Image Ads"/> <input type="button" value="Text Image Ads"/>
Suggested Ad Positions Chart	PHPKB Knowledge Base suggest you the various combinations of Ad location and Ad Size to choose from for Ad display. Choose

	between these combinations for better results.
Ad Border Color Code	Enter the border color for the Ad unit.
Ad Title Color Code	Enter the color of Title for text ad unit.
Ad URL Color Code	Enter the color of URL code.
Ad Background Color Code	Enter the background color of Ad unit.
Ad Text Color Code	Enter the color in which contents (text) will be displayed.

Table 79: AdSense Integration Settings Explanation

OPTIMIZE DATABASE

PHPKB Knowledge Base Software allows you to optimize the database tables of your knowledgebase to defragment the table and reduce the size of the table on disk which leads to improved query performance and reduced select query response time. Table structure optimization reclaims unused space after deletions and basically cleans up the table after structural modifications have been made.

Optimization should be used if you have deleted a large part of a table or if you have made many changes to a table with variable-length rows (tables that have VARCHAR, BLOB, or TEXT columns). Deleted records are maintained in a linked list and subsequent INSERT operations reuse old record positions.

Super users can optimize the database from Optimize Database option from Tools tab.

Navigation Bar > Tools > Optimize Database

Click on Optimize Database Now button to optimize the tables of your database. During optimization, database tables are locked and front end users will not be able to access the knowledgebase for the optimization duration.

[Home](#) » [Tools](#) » [Optimize Database](#)

Optimize Database



This section allows you to optimize the database tables of your knowledgebase. An optimized table structure differs from a well-designed table. Table structure optimization has to do with reclaiming unused space after deletions and basically cleaning up the table after structural modifications have been made.

Why Optimize?

Optimization should be used if you have deleted a large part of a table or if you have made many changes to a table with variable-length rows (tables that have VARCHAR, BLOB, or TEXT columns). Deleted records are maintained in a linked list and subsequent INSERT operations reuse old record positions. You can use optimization to reclaim the unused space and to defragment the data file.

Note: Be aware that the table is locked while it is optimized, so if your table is large, you'd rather optimize it during a scheduled downtime or when little traffic is flowing to your system.

[Optimize Database Now](#) [Cancel](#)

Figure 228: Optimize Database Screen

Results of optimization for the table optimized with the status are displayed after optimization process completes.

S.No.	Table Name	Operation	Status
1	Article Versions	Optimize	OK
2	Article Visits	Optimize	OK

Figure 229: Optimize Database Table Results

KNOWLEDGE BASE BACKUP

Backup is the activity of copying files or databases so that they will be preserved in case of data loss or disk failure. PHPKB Knowledge Base Software allows super users to take the backup of your whole database data as well as configuration details (knowledgebase Settings) . Database backup create a copy of the database to a single file. This makes it possible to restore your knowledgebase after a possible crash or to move the knowledgebase from one server to another. The dump file contains SQL statements to create the table and populate it.

You can take the backup of all your knowledgebase data by clicking the Generate Database Backup button from Knowledge Base Backup section.

Navigation Bar > Tools > KB Backup > Generate Database Backup button

You can save the SQL file generated from backup process. Tables are locked during back up so you should optimize it when little traffic is flowing to your system.

Home » Tools » KB Backup

Knowledge Base Backup



You can take the Backup of Knowledge Base in this section. You can click on the following Button '[Generate Database Backup](#)' to generate the Database Backup file in SQL format. Knowledge Base System will generate the Backup file, however that file will contain the backup of database tables only. You will need to take the backup copy of following folder as well for the complete backup of your knowledge base system.

- **Assets:** <http://www.articlediary.com/assets/>

Assets: This folder contains the files that are used by various knowledge base articles.

Please make sure to take the backup of this folder right now along with the database SQL file so that you are safe from any data loss or disk failure. The backed up data will help you to recover your knowledgebase system in case of any data loss or disk failure.

[Generate Database Backup](#) [Generate Configuration Backup](#)

Figure 230: Knowledge Base Backup Screen

To take the backup of your knowledgebase configurations, click on the Generate Configuration Backup button under Knowledge Base Backup section.

Navigation Bar > Tools > KB Backup > Generate Configuration Backup button

This file contains all the information of your knowledgebase settings.

SITEMAP GENERATOR

A sitemap is a list of pages of a web site accessible to crawlers or users. It can be a web page that lists the pages on a web site, typically organized in hierarchical fashion. This helps visitors and search engine bots find pages on the site. Site maps can improve search engine optimization of a site by making sure that all the pages can be found.

PHPKB Knowledge Base Software creates not only an XML sitemap (that can be submitted to Google), but also a sitemap in text format. You can use the text sitemap to submit it to Yahoo. By placing a formatted xml file with site map on your webserver, you enable Search Engine crawlers (like Google) to find out what pages are present and which have been recently changed, and to guide them to crawl your site accordingly. Follow the steps given below to create the sitemap.

1. Click the Sitemap Generator option under Tools tab to view the sitemap generator screen.

Navigation Bar > Tools > Sitemap Generator

Sitemap Generator



This section allows you to generate sitemap of the knowledge base in 3 easy steps. It creates not only an XML sitemap (that can be submitted to Google), but also a sitemap in text format. You can use the text sitemap to submit to Yahoo!

1. Select the sitemap format & enter some optional parameters in the form below.
2. Press 'Create Sitemap' button and wait until the sitemap is generated.
3. Go to your [Google Webmaster account](#) and add your sitemap URL. Please check [About Google sitemaps](#) page for more info.

Sitemap Creation	
Sitemap Format	XML <input type="button" value="?"/>
Change Frequency	Daily <input type="button" value="?"/>
Date of Last Modification	2011-03-02 <input type="button" value="?"/>
Priority	0.5 <input type="button" value="?"/>
<input type="button" value="Create Sitemap"/> <input type="button" value="Cancel"/>	

Figure 231: Sitemap Generator

Sitemap Creation	
Sitemap Format	You can create sitemap in three formats – XML, Text, and HTML. XML: These sitemaps are created for search engines to inform them about URLs that are available on a website to be crawled. Large sites can make it difficult for search engines to index all of its pages. By submitting a XML sitemap, it will help search engines find all of those pages that can be nested a few directories deep. Text: These sitemaps contain one website URL per line. Search engines like Yahoo can scan text sitemaps.

	HTML: A HTML sitemap is simply a hierarchical list of links on a web page that helps web visitor's review in a quick glance a site's index of pages, which helps promote site usability.
Change Frequency	This value indicates how frequently the content at a particular URL is likely to change.
Date of Last Modification	The time the URL was last modified. This information allows crawlers to avoid re crawling documents that haven't changed. You can either use the current date which is displayed by default or specify your own date and time. Please make sure to enter the last modification date in "YYYY-MM-DD" format only.
Priority	The priority of a particular URL relative to other pages on the same site. The value for this tag is a number between 0.0 and 1.0, where 0.0 identifies the lowest priority page(s) on your site and 1.0 identifies the highest priority page(s) on your site. The default priority of a page is 0.5.

Table 80: Sitemap Generator Interface Explanation

2. Select the sitemap format & enter some optional parameters in the form.
3. Press Create Sitemap button and wait until the sitemap is generated and sitemap URL is provided to you.
4. Go to your Google Webmaster account and submit your sitemap URL.

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